

Section 6.3 Internet Protocol Services – MODULE 3

TABLE OF CONTENTS

6.3	INTERNET PROTOCOL SERVICES.....	1
6.3.1	MODULE 3 RFP REQUIREMENTS	4
6.3.1.1	Designation Of Requirements	4
6.3.1.2	Compliance With Section 4 (M).....	5
6.3.2	HOSTED STANDALONE IP TELEPHONY SERVICES (M-O)	6
6.3.2.1	Hosted Standalone IP Telephony Business Line Services (M-O).....	8
6.3.2.2	Hosted Standalone IP Telephony Business Line Service Customer Provided Equipment (CPE) (M-O)	11
6.3.2.3	Hosted Standalone IP Telephony features (M)	13
6.3.2.3.1	Echo Cancellation Support (M).....	13
6.3.2.3.2	Voice Compression (M)	14
6.3.2.3.3	Packet Play-Out Algorithms (M)	14
6.3.2.3.4	Tone Processing (M)	15
6.3.2.3.5	Fax Support (M)	15
6.3.2.3.6	Packet Encapsulation (M)	16
6.3.2.3.7	Signaling Support (M).....	16
6.3.2.3.8	Network Management (M).....	17
6.3.2.3.9	Hosted Standalone IP Telephony Security (M).....	17
6.3.2.4	Hosted Standalone IP Telephony Voice Mail Services (M-O)	18
6.3.2.5	Hosted Standalone IP Telephony Audio Conferencing (M-O)	20
6.3.2.6	Statewide Hosted Standalone IP Telephony Services in Additional Specific Geographic Locations/Availability (D).....	23
6.3.3	IP TRANSPORT FOR CONVERGED SERVICES (M).....	32
6.3.3.1	Security (M)	33
6.3.3.2	Traffic Engineering and Quality of Service (QoS) (M)	34
6.3.3.3	Multi-Protocol Support (M)	35
6.3.3.4	Quality of Service Interoperability (M).....	35
6.3.3.5	Unified Network Management (M).....	36
6.3.3.6	Network Considerations (M).....	36
6.3.3.7	Multiple Classes of Service (COS) (M)	37
6.3.3.8	IP and Network IP Transport Services (M-O).....	37
6.3.4	CONVERGED SERVICES, IP TELEPHONY SERVICES (M-O)	48

6.3.4.1	Converged Services, IP Phone Hardware features (M-O):	50
6.3.4.2	Converged Services, IP Telephony features: (M-O)	52
6.3.4.2.1	Echo Cancellation (M-O)	52
6.3.4.2.2	Voice Compression (M-O)	53
6.3.4.2.3	Packet Play-Out Algorithms (M-O)	53
6.3.4.2.4	Tone Processing (M-O)	54
6.3.4.2.5	Fax Support (M-O)	54
6.3.4.2.6	Packet Encapsulation (M-O)	55
6.3.4.2.7	Signaling Support (M-O)	55
6.3.4.2.8	Network Management (M-O)	56
6.3.4.3	Converged Services, IP Telephony Business Line Services (M-O)	56
6.3.4.4	Converged Services, IP Telephony Security (M)	59
6.3.4.5	Converged Services, IP Telephony Voice Mail Services (M-O)	60
6.3.4.6	Converged Services, Managed IP Audio Conferencing (M-O)	62
6.3.5	CONVERGED SERVICES, IP CONTACT CENTER APPLICATIONS (M-O)	65
6.3.5.1	IP Network Based Automatic Call Distributor (ACD) (M-O)	65
6.3.5.1.1	IP Network Based Basic Agent Package (M-O)	67
6.3.5.1.2	IP Network Based Basic Supervisor's Package (M-O)	70
6.3.5.1.3	IP Network Based System Administrator Software Package	73
	(M-O) 73	
6.3.5.1.4	Management Information System Tracking For Contact Centers (M-O)	75
6.3.5.1.5	IP Network Contact Center Maintenance (M)	78
6.3.5.1.6	Additional Maintenance Options (M-O)	79
6.3.5.2	IP Network Based Interactive Voice Response (IVR) System (M-O)	80
6.3.5.3	IP Network Based Specialized Call Routing (M-O)	83
6.3.5.4	Computer Telephone Integration (CTI) for IP Network Based ACD (M-O)	85
6.3.6	CONVERGED SERVICES, IP COMMUNICATION APPLICATIONS – OTHER SERVICES (M-O)	86
6.3.6.1	Managed IP Video Conferencing Services (M-O)	86
6.3.6.2	Unified Messaging (D)	90
6.3.7	GENERAL TRAINING REQUIREMENTS (M)	91
6.3.7.1	Orientation and Training (M)	93
6.3.7.2	Contract Services Training (M)	95
6.3.7.3	Contract Management Training (M)	96
6.3.7.4	Training Plan (M)	98
6.3.7.5	Training Oversight & Coordination (M)	99
6.3.8	OTHER SERVICES (M-O)	100
6.3.8.1	Cable And Wire Services (M-O)	100

6.3.8.1.1	Simple Wiring Services, Extended Termination Wiring Services (M-O).....	100
6.3.8.1.2	Station Wiring Services (D)	101-a
6.3.8.1.3	Inside Wiring Services (D).....	101-c
6.3.8.2	Services Related Hourly Support (M-O)	102
6.3.9	REQUIRED CUSTOMER PREMISE EQUIPMENT (CPE)	103
6.3.10	END-USER SUPPORT (M).....	104
6.3.10.1	General Requirements (M)	104
6.3.10.1.1	General DTS/ONS Responsibilities	105
6.3.10.1.2	Contractor's General Responsibilities (M).....	105
6.3.10.2	Planning (M).....	106
6.3.10.3	Design (M)	107
6.3.10.4	Provisioning and Implementation Requirements (M)	108
6.3.10.5	Marketing Requirements (M)	109
6.3.11	INVOICING SERVICES (M)	110
6.3.11.1	Invoicing System for Voice & Data Services (M)	111
6.3.11.1.1	Invoicing System Requirements (M)	112
6.3.11.1.2	Flexible Billing Cycles (D)	113
6.3.11.1.3	Addition of New Fields (D).....	113
6.3.11.1.4	Automated Refunds (D)	114
6.3.11.1.5	Customer Management Software (D).....	114
6.3.11.1.6	DTS/ONS Report Management (D)	115
6.3.11.1.7	Invoice Content Requirements (M).....	115
6.3.11.1.8	General Invoice System Requirements (M)	116
6.3.11.2	Fraud Detection and Monitoring Services (M)	118
6.3.11.3	Back Billing (M)	119
6.3.11.4	Invoice Audits (M)	120
6.3.11.4.1	Audits (M)	120
6.3.11.4.2	Contractor Invoice Audit Responsibility (M)	121
6.3.11.5	Administrative Fee Collection (M)	121
6.3.11.6	California State Accounting and Reporting System (CALSTARS) (D).....	123
6.3.12	CONTRACTED SERVICE PROJECT WORK (M)	125
6.3.12.1	Coordinated Project Work (M).....	126
6.3.12.2	Managed Project Work (M).....	127
6.3.13	CUSTOMER ADVOCACY (M)	129
6.3.13.1	Customer Service Center (M).....	130
6.3.13.2	Escalation Process (M)	131
6.3.13.2.1	Escalation Plan (M)	131
6.3.13.2.2	Technical Resources (M).....	132
6.3.13.2.3	Network Outage Response (M).....	132

6.3.14	SERVICE LEVEL AGREEMENTS (SLA) (M)	134
6.3.14.1	Service Level Agreement Overview (M)	134
6.3.14.1.1	Technical Requirements versus SLA (M)	136
6.3.14.1.2	Two Methods Of Outage Reporting: Customer Or Contractor (M)	136
6.3.14.2	Network Service Level Agreements (M)	137
6.3.14.2.1	General Requirements (M)	137
6.3.14.2.2	Trouble Ticket Stop Clock Conditions (M)	138
6.3.14.2.3	Service Availability Percentage (M)	141
6.3.14.2.4	Catastrophic Outage 1 (M)	142
6.3.14.2.5	Catastrophic Outage 2 (M)	143
6.3.14.2.6	Catastrophic Outage 3 (M)	144
6.3.14.2.7	Round Trip Transmission Delay (M)	145
6.3.14.2.8	One-Way Transmission Delay (M)	147
6.3.14.2.9	Jitter (M)	148
6.3.14.2.10	Packet Loss (M)	149
6.3.14.2.11	IP Contact Center Service Outage (M)	150
6.3.14.2.12	Excessive Outage (M)	151
6.3.14.2.13	Notification (M)	152
6.3.14.2.14	Provisioning (M)	153
6.3.14.2.15	Response Duration from Receipt of Order (M)	155
6.3.14.3	Administrative Service Level Agreements (M)	156
6.3.14.3.1	Administrative Fee Reports/Electronic Fund Transfer Notification Delivery Intervals (M)	156
6.3.14.3.2	Invoicing Accuracy (M)	158
6.3.14.3.3	Report Delivery Intervals (M)	159
6.3.14.3.4	Tools and Report Implementation (M)	160
6.3.14.3.5	Tool Availability (M)	162
6.3.14.4	Glossary of SLA Related Terms (M)	163
6.3.15	FISCAL MANAGEMENT (M)	164
6.3.15.1	Fiscal Management Database(s) (M)	165
6.3.15.2	Fiscal Management Reports (M)	166
6.3.15.2.1	DTS/ONS Fiscal Inventory Report of All Services (M)	167
6.3.15.2.2	DTS/ONS Detail of Services Billed Report by Service (M)	168
6.3.15.2.3	DTS/ONS Detail of Services Billed Report by Agency (M)	170
6.3.15.2.4	Trouble Ticket/SLA Credits Fiscal Report (M)	171
6.3.15.2.5	DTS/ONS Service Order/Provisioning Fiscal Report (M)	172
6.3.15.2.6	DVBE Tracking Fiscal Report (M)	174
6.3.15.2.7	Service Location Report (M)	174
6.3.15.2.8	General Customer Profile Information (M)	175
6.3.15.3	DTS/ONS Fiscal Audits (M)	176

6.3.16	MANAGEMENT TOOLS AND REPORTS (M)	177
6.3.16.1	Public Web Site (M)	178
6.3.16.2	Private Web Site (M)	179
6.3.16.3	Customer Trouble Ticket Reporting and Tracking System (M)	179
6.3.16.4	Network Monitoring Application/Tool (D)	182
6.3.16.5	Customer Inventory Report (M)	183
6.3.16.6	Service Level Agreement (SLA) Reports (M)	183
6.3.16.6.1	SLA Report Requirements (M)	184
6.3.16.6.2	SLA Provisioning Report Requirements (M)	185
6.3.16.6.3	CAT 1, 2 and 3 SLA Report Requirements (M)	185
6.3.17	CONTRACTED SERVICE PROJECT WORK REPORTS (M)	186
6.3.17.1	Coordinated Project Work Report (M)	186
6.3.17.2	Managed Project Work Report (M)	187
6.3.18	REQUIRED MIGRATION AND TRANSITION STRATEGY (M)	188
6.3.18.1	Migration Plan Requirements of Startup (M)	189
6.3.18.2	Transition-Out Requirements of Termination (M)	191

INTERNET PROTOCOL SERVICES – MODULE 3

6.3 INTERNET PROTOCOL SERVICES

The State seeks an IP based solution to provide an alternative to traditional voice, video, and data services. The purpose of this RFP Section 6.3 is to establish new IP based service offerings for voice, video, and data services, providing a migration path to Convergence.

Due to the potential for multiple varied solutions from the successful Module 3 Contractor and the potential for multiple Contractors of Modules 1, 2, and 4, interoperability between Modules is not a Requirement. The Contractor, to support any proposed solution, shall provide end-to-end connectivity including a data network backbone. Specific minimum geographic service areas have been identified in this Module. These minimum geographic service areas are derived from State telecommunication usage statistics but should not be considered a guarantee or indicator of actual State usage. There are no minimum guarantees and it is impossible for the State to accurately predict any usage for this Module.

Drawings provided in response to this Section 6.3 will be treated as confidential to the extent permitted by law and returned to the Bidder (other than Awardee) upon receipt of a formal request from the Bidder once the Award is final. DTS/ONS shall promptly notify Bidder upon such request for disclosure and prior to such disclosure permit Bidder to oppose same by appropriate legal action.

Analysis will be conducted to determine the reliability of the IP based solutions and the associated data networks and takes into consideration issues such as redundancy, diversity, and scalability. The Contractor shall provide designs and diagrams for each of the following services:

- Standalone IP Telephony Solution
- Converged Services IP Transport
- Converged IP Telephony Solution
- Converged Services - IP Contact Center Applications

The Contractor shall provide 3 hard copies and 1 electronic copy of the drawings with the Proposal. Electronic drawings shall be in .dwg, .dxf, .vsd or any mutually agreed format. Hard copy drawings shall be provided in Standard E size.

Drawings shall include both topology and logical representations of all critical elements to include, at a minimum, the following:

- Equipment Type and End-User Premise Internal Installation Requirements (physical) (Standalone IP Telephony, Converged IP Transport, and Converged IP Telephony and Converged Services - IP Communication Applications)
- Unique identifier for each element (Standalone IP Telephony, Converged IP Transport, Converged IP Telephony, and Converged Services - IP Communication Applications)
- Layer 2 protocols and QoS when applicable (Standalone IP Telephony, Converged IP Transport, Converged IP Telephony)
- Type and capacity of Equipment at each serving location including any backup systems (Standalone IP Telephony, Converged IP Transport, Converged IP Telephony, and Converged Services - IP Communication Applications)
- General Circuit route (city to city) (Standalone IP Telephony, Converged IP Transport, and Converged Services - IP Communication Applications)
- Circuit size/ bandwidth (Standalone IP Telephony)
- Bandwidth Requirements (Converged IP Telephony and Converged Services - IP Communication Applications)
- Circuit type (Standalone IP Telephony Converged IP Transport Converged IP Telephony solution, and Converged Services - IP Communication Applications)
- Available local loop transport technologies by geographic region

In addition, the Contractor shall provide a written description for the following:

- Identify which interface standards your solution utilizes. (Standalone IP Telephony, Converged IP Transport, Converged IP Telephony, and Converged Services - IP Communication Applications)
- Identify the key physical features of the interface standards being proposed. (Standalone IP Telephony, Converged IP Transport, Converged IP Telephony, and Converged Services - IP Communication Applications)
- Identify the various forms of protocols conveyed by your systems such as T1/E1, IP, Ethernet and ATM. (Standalone IP Telephony and Converged IP Transport)
- Identify Security Standards that apply to your solution (Standalone IP Telephony, Converged IP Transport, Converged IP Telephony, and Converged Services – IP Communication Applications)

- Identify the encryption Standards supported and provided (Standalone IP Telephony, Converged IP Transport, Converged IP Telephony, and Converged Services – IP Communication Applications)
- Describe the Customer premise power Requirements (Standalone IP Telephony and Converged IP Telephony)
- Identify which physical interface standards your solution utilizes. (Standalone IP Telephony, Converged IP Transport, Converged IP Telephony, Converged IP Contact Center)

In addition, the Contractor shall provide a description of their methodology to address the following Data Network Backbone issues:

- Congestion
- Rerouting metric

Responses to the Requirements described in this section shall include a description of their methodologies and a thorough presentation of how the Bidder's solution addresses the following:

Ubiquity – the Contractor's (and Affiliate's) ability to provide Services throughout the state.

Scalability – the ability to increase delivery of services in number and/or size within a reasonable timeframe.

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

Redundancy – having one or more circuits/systems available in case of failure of the main circuits/systems.

Diversity – backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure. .

Disaster/Operational Recovery

The Contractor shall comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all CPUC and FCC Requirements.

When applicable, DTS will have the option to prioritize the restoration of State service in the event of an emergency. Public safety Agencies, major data centers, Agencies with supporting roles during disaster or emergency operations, and Agencies with significant

roles in post-disaster recovery have mission-critical needs to maintain network availability during disasters or emergencies

It is essential that service be restored as soon as possible, and the services most critical to State operations remain operational during efforts to achieve full service recovery. The bidder shall describe their processes in detail to assure the continuity of telecommunications services for critical operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly Migration toward the resumption of all contracted services.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.3.1 MODULE 3 RFP REQUIREMENTS

6.3.1.1 Designation Of Requirements

The Business and Technical Requirements specified in this RFP Section can be classified as either “Mandatory,” “Mandatory-Optional,” or “Desirable.”

Mandatory (M)

Mandatory Requirements are those that the Contractor shall provide at no cost and without a specific order. These services include, at a minimum, network security, usage reports, invoicing, business planning, and other like items. All Mandatory items shall be included within the awarded Contract. All items not specifically identified as “Mandatory-Optional” (M-O), or “Desirable” (D) are considered “Mandatory”.

Mandatory-Optional Requirements (M-O)

Requirements that are designated as “Mandatory-Optional” are specific services, or specific features that the Bidder must offer, but will be the State’s option whether or not to include the offered item (or its separately priced Mandatory-Optional or Desirable sub-elements or features) in the awarded Contract, and furthermore, if it is included in the Contract it shall be the Customer’s option whether or not to order the service or feature, except that some Mandatory-Optional orders may also require DTS/ONS approval. All Bidders must provide separate prices as indicated in RFP Section 7 in the Bidder’s Final Proposal for all Mandatory-Optional items. If no prices are submitted, they shall be offered at no cost. Each Mandatory-Optional Requirement is identified with an “(M-O)” after the item heading.

Desirable (D)

Requirements that are designated as “Desirable” are specific Services, or specific features that the Bidder may offer. Bidders are not required to offer these Desirable Requirement Services and features in order to be compliant with the RFP. If a Desirable item is offered and found by the State to be compliant with the Desirable item’s specification, it shall be at the State’s option whether or not to include the offered item in the awarded Contract and to determine when or whether to make the offered item available to Customers. If a Desirable item is included in the Contract it shall be at the Customer’s option whether or not to order the item, except that some Desirable orders also require DTS/ONS approval. Desirable Items may be eligible for scored technical points per RFP Section 9. Each Desirable Requirement is identified with a “(D)” after the item heading.

Bidders may offer additional unsolicited Services or features or other items as indicated under certain Section 6 subsections. Bidders are encouraged to offer unsolicited Services

and features that provide enhancement to the Mandatory-Optional “(M-O)” services identified. Unsolicited features must be individually identified, listed and priced in the “Unsolicited Services and Features” portion of each table. General references to catalogs will not be accepted. All Bidders must provide separate prices in RFP Section 7 for each unsolicited Service or feature. If no prices are submitted for an offered Desirable item, it shall be provided at no cost. Requirement Unsolicited items are not eligible for scored technical points per RFP Section 9.

It shall be at the State’s option whether or not to include the offered item in the awarded Contract and to determine when or whether to make the offered item available to Customers. If an unsolicited item is included in the Contract, it shall be at the Customer’s option whether or not to order the item, except that unsolicited orders also required DTS/ONS approval.

If a Desirable item is offered and found by the State to be compliant with the Desirable item’s specification, it shall be the State’s option whether or not to include the offered item in the awarded Contract and to determine when or whether to make the offered item available to Customers, and furthermore, if it is included in the Contract it shall be the Customer’s option whether or not to order the service or feature, except that some Desirable orders also require DTS/ONS approval.

6.3.1.2 Compliance With Section 4 (M)

RFP Section 4 outlines the proposed environment anticipated as a result of this RFP. The Bidder hereby affirms that it will comply with the service environment and business relationship envisioned in Section 4 for this Module.

In order to assure the State that the Bidder shall meet the State’s vision, the Bidder shall describe how it plans to support the overall State Requirements in Section 4 for CALNET II for this RFP Module. This description shall summarize the Bidder’s technical and operational plans, as well as how it plans to provide the business relationship envisioned by the State.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2 HOSTED STANDALONE IP TELEPHONY SERVICES (M-O)

The Contractor shall provide a full turnkey Hosted Standalone IP Telephony solution for the State. The Hosted Standalone VoIP solution shall be interoperable with and traverse successfully across the PSTN. The proposed Hosted IP voice service shall include design, analysis, cabling, Software, Hardware, training and ongoing administration, maintenance and upgrades.

The service shall deliver business-class telephony features, supporting standard business lines, direct inward dial (DID) lines, gateway services to local PSTNs, and least cost (monetary) routing. The service shall be delivered on a simple “per seat per month” cost basis.

The Contractor shall comply with the local number portability regulations and emergency service Requirements including E9-1-1 services to identify the location of an originating station and route the call to the appropriate Public Safety Answering Point (PSAP). The Contractor will be responsible for updating the E911 database when equipment is moved. The Contractor shall propose the method(s) to accomplish this and identify any dependencies that the customer must comply with.

No long distance fees shall apply between service areas. All off-net toll and toll free services shall be provided through the Module 3 Contractor.

The Contractor shall provide site survey, design, implementation and management of Hosted Standalone IP Telephony Services.

A site survey shall be a one time charge for the assessment of the environment to identify all required components and tasks needed for proper design and implementation of this service.

Design is a one-time charge that shall include engineering and documentation of all components required for proper implementation of this service.

Implementation is defined as a one time charge for initial installation of all onsite equipment necessary for proper operation of this service.

In the response section of the RFP, Contractor shall identify deliverables associated with each task.

In the cost table of Section 7, the Contractor shall provide the fee for each task identified based on four different model scales (see Tables 6.3.2.a and 6.3.2.b below):

Type A: 1 – 24 phones

Type B: 25 – 240 phones

Type C: 241 – 480 phones

Type D: 481 or more phones

Although separate pricing for each task has been identified, payment will be made only upon successful implementation (Customer acceptance) of services. If implementation is unsuccessful due to situations not under Contractor control or responsibility, completed services may be billed accordingly.

Contractor shall offer the hosted standalone service features of site surveys, network designs, and implementation detailed in Table 6.3.2.a.

Table 6.3.2.a Site Surveys, Network Designs, and Implementation (M-O)

Task	Description	Meets or Exceeds? Y/N	Document/ Location
Site Survey Site Type A	Perform facility site survey required for successful design and implementation of Hosted Standalone IP Telephony Services (1 – 24 phones)		
Bidder's Description:			
Site Survey Site Type B	Perform facility site survey required for successful design and implementation of Hosted Standalone IP Telephony Services (25 – 240 phones)		
Bidder's Description:			
Site Survey Site Type C	Perform facility site survey required for successful design and implementation of Hosted Standalone IP Telephony Services (241 - 480 phones)		
Bidder's Description:			
Site Survey Site Type D	Perform facility site survey required for successful design and implementation of Hosted Standalone IP Telephony Services (481 or more phones)		
Bidder's Description:			
Network Design Site Type A	Design for a successful implementation of Hosted Standalone IP Telephony Service solution (1 - 24 phones)		
Bidder's Description:			
Network Design Site Type B	Design for a successful implementation of Hosted Standalone IP Telephony Service solution (25 – 240 phones)		
Bidder's Description:			
Network Design Site Type C	Design for a successful implementation of Hosted Standalone IP Telephony Service solution (241 – 480 phones)		
Bidder's Description:			

Task	Description	Meets or Exceeds? Y/N	Document/ Location
Network Design Site Type D	Design for a successful implementation of Hosted Standalone IP Telephony Service solution (481 or more phones)		
Bidder's Description:			
Implementation Site Type A	Initial installation of all onsite equipment for Hosted Standalone Telephony Services (1 -24 phones)		
Bidder's Description:			
Implemntation Site Type B	Initial installation of all onsite equipment for Hosted Standalone Telephony Services (25 – 240 phones)		
Bidder's Description:			
Implementation Site Type C	Initial installation of all onsite equipment for Hosted Standalone Telephony Services (241 – 480 phones)		
Bidder's Description:			
Implementation Site Type D	Initial installation of all onsite equipment for Hosted Standalone Telephony Services (481 or more phones)		
Bidder's Description:			

Contractor may offer the hosted standalone service features of site surveys, network designs, and implementation detailed in Table 6.3.2.b.

Table 6.3.2.b Site Surveys, Network Designs, and Implementation (D)

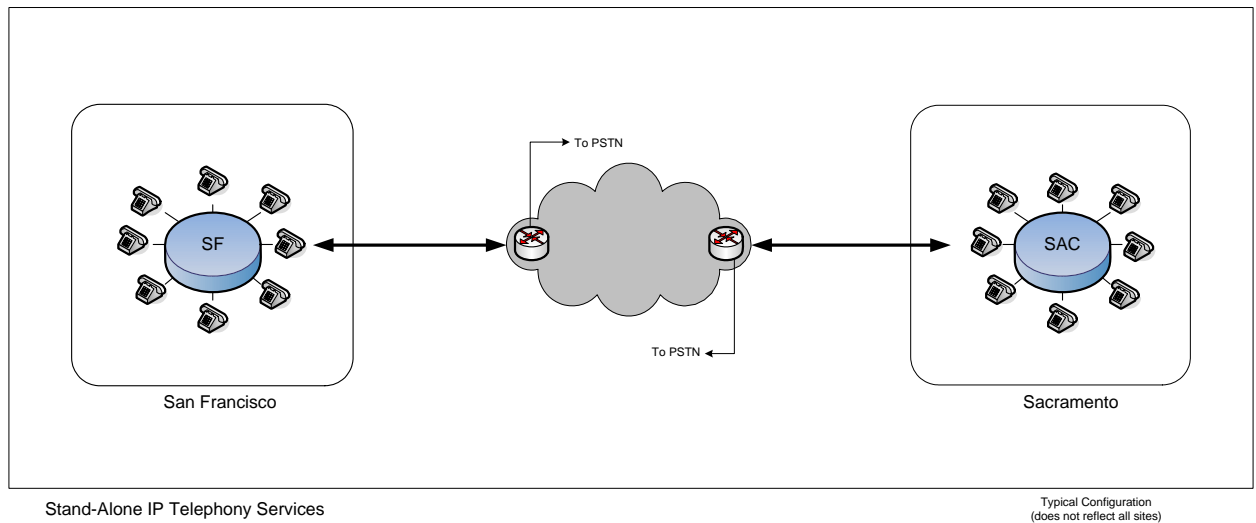
Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

Geographic Requirements:

For the purposes of evaluation only, the Contractor shall provide Hosted Standalone VoIP Services in the specific cities specified below. Each city will consist of 10 type A sites, 15 type B sites, 10 type C sites, and 1 type D site.

- Sacramento
- Oakland
- San Francisco
- Los Angeles
- San Diego
- San Jose

Figure 6.3.1a



Hosted Standalone IP Telephony Services are not required to be available at the time of award, however, the Contractor shall negotiate with the State to establish implementation timelines to provide service to the geographic locations listed above.

The Contractor's proposed Voice over Internet Protocol Transport supporting the Hosted solution shall conform to the following Standards as applicable:

- IETF RFC 2132 for DHCP
- IETF RFC's 2916 ENUM, 2806
- IPv4. IPv6 when and where offered commercially by the Contractor
- IETF RFC 1349 ToS, 2474, 2475 DiffServ
- ITU-T E.164
- ITU-T G.711, G.723.x, G.726, G.728, or G.729.x
- ITU-T H.248.1 (MEGACO), H.323, H.350 when and where offered commercially by the Contractor
- ITU-T P.800 series of Standards for telephone transmission quality.
- ITU-T T.30, T.37 and T.38, Group III fax

- Media Gateway Control Protocol (MGCP) IETF RFC 3435 when and where offered commercially by the Contractor
- IETF RFC 3550 Real-Time Transport Protocol (RTP)
- IETF RFC 2205 Resource Reservation Protocol (RSVP)
- IETF RFC 3261 SIP (Session Initiation Protocol) when and where offered commercially by the Contractor.
- IETF RFC 768 User Datagram Protocol (UDP).

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2.1 Hosted Standalone IP Telephony Business Line Services (M-O)

The Contractor shall provide basic call features as follows:

Call Transfer - Allows a station End-User to transfer any call in progress to another telephone number without the assistance of an operator

Call Park - Allows a call to be parked at a subscriber's number for retrieval by another subscriber line. The capability can be administered on a station basis according to the subscribing Agencies needs

Call Pickup - Allows a subscriber to answer any calls directed to another station line within his or her own predefined call pickup group

Conference - Allows a voice station End-User to establish a multiparty conference connection of a minimum of three conferees including themselves without attendant assistance. (Indicate the limit of phones that can be conferenced)

Call Hold - Provide the ability to put a caller on hold and retrieve them from the hold state

Call Forward – Busy Don’t Answer - Allows a station End-User to choose to reroute incoming calls to another specified telephone number. This shall be available for all incoming calls, on a busy or ring-no-answer condition. (Indicate the limitation of paths the call may take)

Call Forward – All Calls - Allows the station End-User to choose to reroute all incoming calls to another specified telephone number. The feature shall have the capability to restrict call forwarding to internal, local or long distance numbers

Hunt Groups - Route inbound calls to a predetermined sequence of telephone numbers until it is answered

Multi Line Appearance - Support the ability for multiple line appearances to operate on a subscriber’s phone

Speed Dial - Allows abbreviated digit dialing capability on a per station basis

Redial - Allow a station End-User to automatically originate a call to the last number dialed from the station End-User’s phone

Message Waiting Indicator - Visual indication on phone that a message is waiting for review

Auto Attendant – A service that automatically answers incoming calls within a predefined number of rings, without assistance from a live attendant. It prompts callers with a series of choices and actions to perform. Based on selected action, the caller may listen to a recorded announcement, leave a message, place a call, activate another voice service or be routed to a particular service

Four-digit extension dialing – All ‘on-net’ numbers can be reached by dialing the 4-digit extension from ‘on-net’ phones

Conference Bridge – Allows callers from diverse locations/platforms to participate in a conference call

Caller ID - Phone number of the calling party is displayed as a call comes in

Group Pickup - Allows an incoming call to be picked up from any one of a predefined group of phones

Web Directory - Online directory via web

Directory Phone Display - Directory via the phone display

900 Blocking - The ability to block 900 calls

Contractor shall offer the hosted standalone IP telephony business line service features detailed in Table 6.3.2.1.a.

Table 6.3.2.1.a Hosted Standalone IP Telephony Business Line Service Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Basic Hosted Standalone IP Telephony Business Line Service	Basic Hosted Standalone IP Telephony business line features as listed above		
Bidder's Description:			
Off-Net Toll	Toll charges (per minute) for traffic that must be routed off the IP network within the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico		
Bidder's Description:			
Off-Net Toll Free	Allows a Customer to make and receive off-net toll free calls from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico.		
Bidder's Description:			

Contractor may offer the hosted standalone IP telephony business line service features detailed in Table 6.3.2.1.b.

Table 6.3.2.1.b Hosted Standalone IP Telephony Business Line Service Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Expedite Option	Bidder shall describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

Technical Requirements - The service shall meet the technical Requirements listed below. Performance shall be verified through reports provided by the Contractor.

Availability – 99.2 percent

Measurement – Adhere to the Requirements set forth in Section 6.3.14.2

Jitter (delay variance) – Less than 15 ms

Packet Loss – Maximum .5 percent

Latency/Delay – 130 ms one way

Mean Opinion Score ITU P.800 – 3.6 or above (or equivalent industry standard measurement)

Dial Tone Delay – Not to exceed 3 seconds for any call

Call Setup Time – Not to exceed 3 seconds for any call

Echo Cancellation – Embedded echo cancellation to published ITU-T recommendations

Grade of Service - P.01

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2.2 Hosted Standalone IP Telephony Business Line Service Customer Provided Equipment (CPE) (M-O)

The Contractor shall provide a full turn-key solution that includes all CPE. Due to the complexity and multiple possible network solutions, the Contractor shall supply IP Telephone sets specifically for this service. Additionally, Bidder's are to indicate compatibility/interoperability of this CPE with the Converged Services IP Telephony Requirements in Section 6.3.4.1.

IP telephone set will include the following minimum features:

Message waiting indicator

Speaker function

Ring volume control

Minimum 6 Programmable function keys or a soft key interface

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the hosted standalone IP telephony business line service CPE detailed in Table 6.3.2.2.a.

Table 6.3.2.2.a – Hosted Standalone IP Telephony Business Line Service Customer Provided Equipment (M-O)

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Single Line IP Phone Set	Single line IP phone set with single line appearance or directory number		
Bidder's Description:			
Multi Line IP Phone Set	Multi Line IP Phone set with minimum of 4 line appearances in addition to the programmable buttons in the basic package		
Bidder's Description:			
Multi Line IP Phone Set with LCD Display	Multi Line IP Phone set with minimum of 4 line appearances with LCD display in addition to the programmable buttons in the basic package		
Bidder's Description:			

Contractor may offer the hosted standalone IP telephony business line service CPE detailed in Table 6.3.2.2.b.

Table 6.3.2.2.b – Hosted Standalone IP Telephony Business Line Service Customer Premise Equipment (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.3.2.3 Hosted Standalone IP Telephony features (M)

6.3.2.3.1 Echo Cancellation Support (M)

The Contractor shall provide Echo Cancellation that will:

- Meet or exceed ITU G.165/G.168 and provide support for future ITU EC standards
- Provide proper handling of background noise and narrow band signals
- Provide reliable detection of double talk without divergence or clipping
- Support redundancy and be capable of dynamically tracking echo path changes resulting from conferencing, call transfers and permanent off-hook conditions
- Be field proven

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2.3.2 Voice Compression (M)

The Contractor shall provide Voice Compression that will:

- Pass all applicable ITU test vectors
- Support configurable packetization for maximum flexibility
- Not degrade when all channels are active

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2.3.3 Packet Play-Out Algorithms (M)

The Contractor shall provide Packet Play-out Algorithms that will:

- Compensate for packet loss, delay, and jitter
- Be configurable and provide comprehensive network management statistics
- Be adaptive for the lowest delay

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2.3.4 Tone Processing (M)

The Contractor shall provide Tone Processing that will:

- Provide reliable tone detection with no 'false detects' and no 'failure to detects'
- Provide different detection Requirements based on network application and system architecture: dial digits, fax detection, and call progress tones

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2.3.5 Fax Support (M)

The Contractor shall provide fax support that will:

- Provide Auto Detection of voice or fax
- Provide Facsimile over TCP/IP
- Provide Fax Messaging

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2.3.6 Packet Encapsulation (M)

The Contractor shall provide Packet Encapsulation for scalability and flexibility

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2.3.7 Signaling Support (M)

The Contractor shall provide Signaling Support that will provide Full Tone Detection and generation capabilities.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2.3.8 Network Management (M)

The Contractor shall provide Network management that will provide Per-channel statistics and status reporting, real-time trace and diagnostics capabilities.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2.3.9 Hosted Standalone IP Telephony Security (M)

The Contractor shall provide security measures that detect and prevent unauthorized access to the network.

Contractor shall address their proposed security measures to prevent security breaches such as but not limited to:

- Denial of Service (DoS)
- Invasion of Privacy
- Man-in-the-Middle (MITM) attacks
- Protocol specific security vulnerabilities (e.g. SIP)

The Contractor shall ensure security practices and policies are updated and audited regularly.

A reference document is not required as a response to this RFP section. The Bidder's commitment to the Requirement above will be evaluated on a pass/fail basis only.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2.4 Hosted Standalone IP Telephony Voice Mail Services (M-O)

The Contractor shall provide Voice Mail Services to all Hosted VOIP End-Users. The Voice Mail Services shall include the capability for users to have callers leave a message to be retrieved at a later time. Additionally, the service shall allow Hosted VOIP End-Users to send messages to other End-Users in the same Hosted VOIP network. The service shall offer a variety of message length capabilities, greeting and delivery options, broadcast messaging and the ability to revert to an attendant.

The minimum feature Requirements of the Hosted VOIP Voice Mail Services are as follows:

- Minimum message length will be at least 2 minutes each. List any additional "Message Length Capacity" options on Table 6.3.2.4.b below
- Message review, including skip back or ahead
- Message saving and erasing
- Erased message retrieval before call is ended
- Messaging forwarding to another voice mailbox in the system with the ability to append additional comments
- Message sending

- Password protection
- Personalized greetings (both permanent and temporary)
- Message waiting indicator signal received at workstation within 1 minute
- The voice mail system must be capable of remote access from any phone location on or off net
- Creation of Group Distribution Lists to provide the ability to define voice mail distribution lists to forward and reply to an individual or to a group of predefined recipients
- Web based End-User administration application

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the hosted standalone IP voice mail services and features detailed in Table 6.3.2.4.a.

Table 6.3.2.4.a –Hosted Standalone IP Telephony Voice Mail Services and Features (M-O)

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Voice Mail Service	Minimum voice mail feature set		
Bidder's Description:			

Contractor may offer the hosted standalone IP voice mail services and features detailed in Table 6.3.2.4.b.

Table 6.3.2.4.b – Hosted Standalone IP Telephony Voice Mail Services and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing (M-O)

Access to Basic Audio Conferencing over the Hosted IP Telephone network shall be provided as a standard feature. Basic Audio Conferencing shall consist of the following:

- Six-port conferencing
- Meet-me conference-bridge
- Preset conferencing of pre-designated conferees

All Audio Conferencing services shall be available and functional to all subscribers within the service network. Contractor shall provide a means of connection for external subscribers (off-net) through a gateway service. Bidder shall describe these services and how both the On-Net IP Customers and Off-Net Customers will be able to access and interact.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the hosted standalone IP telephony audio conferencing features detailed in Table 6.3.2.5.a.

**Table 6.3.2.5.a Hosted Standalone IP Telephony Audio Conferencing Features
(M-O)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Direct Dial, Basic Dial In Meet Me Service (up to 6 ports)	Also known as “Meet-Me” service, participants (up to 6) dial a pre-established number to join the conference call.		
Bidder’s Description:			
Direct Dial, Dial In Meet Me Service (up to 24 ports)	Also known as “Meet-Me” service, participants (up to 24) dial a pre-established number to join the conference call.		
Bidder’s Description:			
Direct Dial, Dial In Meet Me Service (up to 48 ports)	Also known as “Meet-Me” service, participants (up to 48) dial a pre-established number to join the conference call.		
Bidder’s Description:			
Direct Dial, Dial In Meet Me Service (up to 96 ports)	Also known as “Meet-Me” service, participants (up to 96) dial a pre-established number to join the conference call.		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidder's Description:			
Toll Free, Basic Dial In Meet Me Service (up to 6 ports)	Also known as "Meet-Me" service, participants (up to 6) dial a pre-established toll free number to join the conference call.		
Bidder's Description:			
Toll Free, Dial In Meet Me Service (up to 24 ports)	Also known as "Meet-Me" service, participants (up to 24) dial a pre-established toll free number to join the conference call.		
Bidder's Description:			
Toll Free, Dial In Meet Me Service (up to 48 ports)	Also known as "Meet-Me" service, participants (up to 48) dial a pre-established toll free number to join the conference call.		
Bidder's Description:			
Toll Free, Dial In Meet Me Service (up to 96 ports)	Also known as "Meet-Me" service, participants (up to 96) dial a pre-established toll free number to join the conference call.		
Bidder's Description:			
Cancellation Fee for Meet Me Services	Fee applicable only to any cancellation of Meet Me services (24, 48, or 96 ports) with less than 2 hours notice prior to scheduled conference.		
Bidder's Description:			
Underutilization Fee	Fee associated with instances of Customer utilizing less than 80% of reserved ports on a Dial In Meet Me call.		
Bidder's Description:			
Off Net Meet Me	Gateway services to allow for off-net End-Users access.		
Bidder's Description:			

For those End-Users with specific needs not met by standard audio conferencing, the Contractor may offer the audio conferencing options detailed in table 6.3.2.5.b.

Table 6.3.2.5.b Hosted Standalone IP Telephony Audio Conferencing Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.3.2.6 Statewide Hosted Standalone IP Telephony Services in Additional Specific Geographic Locations/Availability (D)

The State seeks, and the Bidder may provide, Hosted Standalone IP Telephony services to specific locations identified in Table 6.3.2.6 below. Bidders shall receive additional evaluation points for locations where services are established and fully operational at time of Bid submission. These services must be compliant with every technical requirement of the RFP in order to qualify for each location identified. Bidders should not identify/commit to any site that is not 100% compliant with the requirements of this RFP. Additionally, any deviation of the technical requirements in any other subsection of section 6 will negate the award of all points contained in this table.

Bidders will be awarded zero points for no service and the weighted point assignment multiplied by 1/10th of a point for a commitment to provide service for each location listed. (refer to Section 9.5.3 for weighting). In order for a Bidder to qualify for additional points they must provide a price for each committed location as detailed in Section 7 (excludes locations designated as required in Section 6.3.2 above).

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Table 6.3.2.6 Statewide Hosted Standalone IP Telephony Services in Additional Specific Geographic Locations/Availability (D)

Table 6.3.2.6 Feature Name	Service Location for Hosted Standalone IP	Service Available? Y/N	Document/Location
Hosted Standalone IP	San Francisco		
Hosted Standalone IP	Los Angeles		
Hosted Standalone IP	Oakland		
Hosted Standalone IP	Sacramento		
Hosted Standalone IP	San Diego		
Hosted Standalone IP	San Jose		
Hosted Standalone IP	Santa Ana		
Hosted Standalone IP	Fresno		
Hosted Standalone IP	Hayward		
Hosted Standalone IP	Pasadena		
Hosted Standalone IP	Richmond		
Hosted Standalone IP	Van Nuys		
Hosted Standalone IP	Martinez		
Hosted Standalone IP	Salinas		
Hosted Standalone IP	Anaheim		
Hosted Standalone IP	Escondido		
Hosted Standalone IP	Orange		
Hosted Standalone IP	Fairfield		
Hosted Standalone IP	Alhambra		
Hosted Standalone IP	Riverside		
Hosted Standalone IP	Ventura		
Hosted Standalone IP	Redding		
Hosted Standalone IP	Fremont		
Hosted Standalone IP	Irvine		
Hosted Standalone IP	El Monte		
Hosted Standalone IP	Santa Cruz		
Hosted Standalone IP	Santa Clara		
Hosted Standalone IP	Brea		
Hosted Standalone IP	Vallejo		
Hosted Standalone IP	Rancho Cordova		
Hosted Standalone IP	Visalia		
Hosted Standalone IP	Modesto		
Hosted Standalone IP	Porterville		
Hosted Standalone IP	Walnut Creek		
Hosted Standalone IP	San Bernardino		
Hosted Standalone IP	Oceanside		
Hosted Standalone IP	Gardena		
Hosted Standalone IP	San Rafael		
Hosted Standalone IP	Oroville		
Hosted Standalone IP	Berkeley		

Table 6.3.2.6 Feature Name	Service Location for Hosted Standalone IP	Service Available? Y/N	Document/Location
Hosted Standalone IP	Vista		
Hosted Standalone IP	Vacaville		
Hosted Standalone IP	Stockton		
Hosted Standalone IP	El Cajon		
Hosted Standalone IP	San Pedro		
Hosted Standalone IP	San Luis Obispo		
Hosted Standalone IP	San Leandro		
Hosted Standalone IP	Pleasanton		
Hosted Standalone IP	Bakersfield		
Hosted Standalone IP	Santa Rosa		
Hosted Standalone IP	San Bruno		
Hosted Standalone IP	Pleasant Hill		
Hosted Standalone IP	Northridge		
Hosted Standalone IP	Newport Beach		
Hosted Standalone IP	Monterey		
Hosted Standalone IP	Montebello		
Hosted Standalone IP	West Sacramento		
Hosted Standalone IP	Laguna Hills		
Hosted Standalone IP	Elk Grove		
Hosted Standalone IP	Corona		
Hosted Standalone IP	Chula Vista		
Hosted Standalone IP	Carlsbad		
Hosted Standalone IP	Sonoma		
Hosted Standalone IP	North Hollywood		
Hosted Standalone IP	Emeryville		
Hosted Standalone IP	Buena Park		
Hosted Standalone IP	Turlock		
Hosted Standalone IP	Sherman Oaks		
Hosted Standalone IP	Rialto		
Hosted Standalone IP	Petaluma		
Hosted Standalone IP	Napa		
Hosted Standalone IP	Milpitas		
Hosted Standalone IP	Mather AFB		
Hosted Standalone IP	Los Gatos		
Hosted Standalone IP	Los Altos		
Hosted Standalone IP	Larkspur		
Hosted Standalone IP	Lafayette		
Hosted Standalone IP	Folsom		
Hosted Standalone IP	Eureka		
Hosted Standalone IP	Davis		
Hosted Standalone IP	Costa Mesa		
Hosted Standalone IP	Chico		
Hosted Standalone IP	Carson		

Table 6.3.2.6 Feature Name	Service Location for Hosted Standalone IP	Service Available? Y/N	Document/Location
Hosted Standalone IP	Auburn		
Hosted Standalone IP	Antioch		
Hosted Standalone IP	Woodland Hills		
Hosted Standalone IP	Union City		
Hosted Standalone IP	San Martin		
Hosted Standalone IP	San Marcos		
Hosted Standalone IP	Redwood City		
Hosted Standalone IP	Pinole		
Hosted Standalone IP	Orinda		
Hosted Standalone IP	National City		
Hosted Standalone IP	Jackson		
Hosted Standalone IP	Garden Grove		
Hosted Standalone IP	El Centro		
Hosted Standalone IP	Burlingame		
Hosted Standalone IP	Benicia		
Hosted Standalone IP	West Hills		
Hosted Standalone IP	Ukiah		
Hosted Standalone IP	Tustin		
Hosted Standalone IP	South San Francisco		
Hosted Standalone IP	Poway		
Hosted Standalone IP	Monterey Park		
Hosted Standalone IP	Lake Port		
Hosted Standalone IP	Concord		
Hosted Standalone IP	Carmichael		
Hosted Standalone IP	Alby		
Hosted Standalone IP	Yreka		
Hosted Standalone IP	Wilmington		
Hosted Standalone IP	Watsonville		
Hosted Standalone IP	Venice		
Hosted Standalone IP	Sunnyvale		
Hosted Standalone IP	Soledad		
Hosted Standalone IP	Silverado Canyon		
Hosted Standalone IP	Saratoga		
Hosted Standalone IP	San Pablo		
Hosted Standalone IP	San Lorenzo		
Hosted Standalone IP	Playa Del Rey		
Hosted Standalone IP	Ontario		
Hosted Standalone IP	Hanford		
Hosted Standalone IP	Fontana		
Hosted Standalone IP	Daly City		
Hosted Standalone IP	Colton		
Hosted Standalone IP	Woodland		
Hosted Standalone IP	Torrance		

Table 6.3.2.6 Feature Name	Service Location for Hosted Standalone IP	Service Available? Y/N	Document/Location
Hosted Standalone IP	Terminal Island		
Hosted Standalone IP	Quincy		
Hosted Standalone IP	Piedmont		
Hosted Standalone IP	Oxnard		
Hosted Standalone IP	Oakley		
Hosted Standalone IP	Novato		
Hosted Standalone IP	Norco		
Hosted Standalone IP	Newark		
Hosted Standalone IP	Moreno Valley		
Hosted Standalone IP	Merced		
Hosted Standalone IP	Laguna Niguel		
Hosted Standalone IP	Kerman		
Hosted Standalone IP	Grass Valley		
Hosted Standalone IP	Gonzales		
Hosted Standalone IP	Dublin		
Hosted Standalone IP	Downey		
Hosted Standalone IP	Delano		
Hosted Standalone IP	Cypress		
Hosted Standalone IP	Cupertino		
Hosted Standalone IP	Compton		
Hosted Standalone IP	Campo		
Hosted Standalone IP	Arcadia		
Hosted Standalone IP	Aliso Viejo		
Hosted Standalone IP	Alameda		
Hosted Standalone IP	Yuba City		
Hosted Standalone IP	Yorba Linda		
Hosted Standalone IP	Yerba Buena Island		
Hosted Standalone IP	Willows		
Hosted Standalone IP	West Covina		
Hosted Standalone IP	Travis AFB		
Hosted Standalone IP	Tracy		
Hosted Standalone IP	Trabuco Canyon		
Hosted Standalone IP	Thousand Oaks		
Hosted Standalone IP	Tarzana		
Hosted Standalone IP	Sunol		
Hosted Standalone IP	Sun Valley		
Hosted Standalone IP	South Lake Tahoe		
Hosted Standalone IP	South Gate		
Hosted Standalone IP	Simi Valley		
Hosted Standalone IP	Sepulveda		
Hosted Standalone IP	Santee		
Hosted Standalone IP	San Quentin		
Hosted Standalone IP	San Juan Capistrano		

Table 6.3.2.6 Feature Name	Service Location for Hosted Standalone IP	Service Available? Y/N	Document/Location
Hosted Standalone IP	Rosemead		
Hosted Standalone IP	Rocklin		
Hosted Standalone IP	Rio Vista		
Hosted Standalone IP	Reseda		
Hosted Standalone IP	Rancho Santa Margarita		
Hosted Standalone IP	Pomona		
Hosted Standalone IP	Placentia		
Hosted Standalone IP	Pacoima		
Hosted Standalone IP	Pacifica		
Hosted Standalone IP	North Highlands		
Hosted Standalone IP	Newhall		
Hosted Standalone IP	New Castle		
Hosted Standalone IP	Mountain View		
Hosted Standalone IP	Marysville		
Hosted Standalone IP	Los Banos		
Hosted Standalone IP	Long Beach		
Hosted Standalone IP	Lomita		
Hosted Standalone IP	Lodi		
Hosted Standalone IP	Lincoln		
Hosted Standalone IP	Laguna Beach		
Hosted Standalone IP	La Mesa		
Hosted Standalone IP	La Jolla		
Hosted Standalone IP	Inglewood		
Hosted Standalone IP	Hercules		
Hosted Standalone IP	Healdsburg		
Hosted Standalone IP	Greenville		
Hosted Standalone IP	Greeley Hill		
Hosted Standalone IP	Glendale		
Hosted Standalone IP	Fullerton		
Hosted Standalone IP	Fowler		
Hosted Standalone IP	Firebaugh		
Hosted Standalone IP	Fair Oaks		
Hosted Standalone IP	El Segundo		
Hosted Standalone IP	El Cerrito		
Hosted Standalone IP	Danville		
Hosted Standalone IP	Culver City		
Hosted Standalone IP	Corona Del Mar		
Hosted Standalone IP	Clovis		
Hosted Standalone IP	Clear Lake		
Hosted Standalone IP	Castro Valley		
Hosted Standalone IP	Canoga Park		
Hosted Standalone IP	Campbell		
Hosted Standalone IP	Camarillo		

Table 6.3.2.6 Feature Name	Service Location for Hosted Standalone IP	Service Available? Y/N	Document/Location
Hosted Standalone IP	Byron		
Hosted Standalone IP	Burbank		
Hosted Standalone IP	Bell Gardens		
Hosted Standalone IP	Banning		
Hosted Standalone IP	Arvin		
Hosted Standalone IP	Arcata		
Hosted Standalone IP	Yountville		
Hosted Standalone IP	Willits		
Hosted Standalone IP	Westminster		
Hosted Standalone IP	West Los Angeles		
Hosted Standalone IP	Weaverville		
Hosted Standalone IP	Villa Park		
Hosted Standalone IP	Tulare		
Hosted Standalone IP	Truckee		
Hosted Standalone IP	Trinidad		
Hosted Standalone IP	Tiburon		
Hosted Standalone IP	Tehachapi		
Hosted Standalone IP	Sylmar		
Hosted Standalone IP	Sutter Creek		
Hosted Standalone IP	Sunset Beach		
Hosted Standalone IP	Suisun City		
Hosted Standalone IP	Studio City		
Hosted Standalone IP	South Pasadena		
Hosted Standalone IP	South El Monte		
Hosted Standalone IP	Sonoma		
Hosted Standalone IP	Solana Beach		
Hosted Standalone IP	Sloughhouse		
Hosted Standalone IP	Shasta		
Hosted Standalone IP	Selma		
Hosted Standalone IP	Seaside		
Hosted Standalone IP	Seal Beach		
Hosted Standalone IP	Scotts Valley		
Hosted Standalone IP	Santa Venetia		
Hosted Standalone IP	Santa Paula		
Hosted Standalone IP	Santa Barbara		
Hosted Standalone IP	San Marino		
Hosted Standalone IP	San Gabriel		
Hosted Standalone IP	San Dimas		
Hosted Standalone IP	San Clemente		
Hosted Standalone IP	San Anselmo		
Hosted Standalone IP	Salida		
Hosted Standalone IP	Saint Helena		
Hosted Standalone IP	Rodeo		

Table 6.3.2.6 Feature Name	Service Location for Hosted Standalone IP	Service Available? Y/N	Document/Location
Hosted Standalone IP	Rio Linda		
Hosted Standalone IP	Rio Dell		
Hosted Standalone IP	Reedley		
Hosted Standalone IP	Redway		
Hosted Standalone IP	Red Bluff		
Hosted Standalone IP	Rancho Sante Fe		
Hosted Standalone IP	Rancho Palos Verdes		
Hosted Standalone IP	Point Reyes		
Hosted Standalone IP	Plymouth		
Hosted Standalone IP	Placerville		
Hosted Standalone IP	Pioneer		
Hosted Standalone IP	Pine Grove		
Hosted Standalone IP	Patterson		
Hosted Standalone IP	Pacific Palisades		
Hosted Standalone IP	Pacific Beach		
Hosted Standalone IP	Ojai		
Hosted Standalone IP	Oakdale		
Hosted Standalone IP	Oak Park		
Hosted Standalone IP	Norwalk		
Hosted Standalone IP	Murrieta		
Hosted Standalone IP	Mount Wilson		
Hosted Standalone IP	Morgan Hill		
Hosted Standalone IP	Moorpark		
Hosted Standalone IP	Monte Vista		
Hosted Standalone IP	Monarch Beach		
Hosted Standalone IP	Mission Viejo		
Hosted Standalone IP	Miramar		
Hosted Standalone IP	Mill Valley		
Hosted Standalone IP	Milbrae		
Hosted Standalone IP	Mariposa		
Hosted Standalone IP	Marina		
Hosted Standalone IP	Mare Island		
Hosted Standalone IP	Manteca		
Hosted Standalone IP	Livingston		
Hosted Standalone IP	Livermore		
Hosted Standalone IP	Lindsay		
Hosted Standalone IP	Lemoore		
Hosted Standalone IP	Lebec		
Hosted Standalone IP	Le Grand		
Hosted Standalone IP	Lawndale		
Hosted Standalone IP	Lake Forest		
Hosted Standalone IP	La Palma		
Hosted Standalone IP	La Grange		

Table 6.3.2.6 Feature Name	Service Location for Hosted Standalone IP	Service Available? Y/N	Document/Location
Hosted Standalone IP	Kingston		
Hosted Standalone IP	Kingsburg		
Hosted Standalone IP	Kentfield		
Hosted Standalone IP	Jamul		
Hosted Standalone IP	Ione		
Hosted Standalone IP	Imperial		
Hosted Standalone IP	Huntington Park		
Hosted Standalone IP	Huntington Beach		
Hosted Standalone IP	Hughson		
Hosted Standalone IP	Hopland		
Hosted Standalone IP	Highland		
Hosted Standalone IP	Hay Fork		
Hosted Standalone IP	Hawthorne		
Hosted Standalone IP	Harbor City		
Hosted Standalone IP	Happy Camp		
Hosted Standalone IP	Grover Beach		
Hosted Standalone IP	Granada Hills		
Hosted Standalone IP	Garberville		
Hosted Standalone IP	Fountain Valley		
Hosted Standalone IP	Foster City		
Hosted Standalone IP	Flintridge		
Hosted Standalone IP	Felton		
Hosted Standalone IP	Elmar		
Hosted Standalone IP	El Sobrante		
Hosted Standalone IP	El Portal		
Hosted Standalone IP	El Dorado Hills		
Hosted Standalone IP	El Camino		
Hosted Standalone IP	Dorris		
Hosted Standalone IP	Dinuba		
Hosted Standalone IP	Corte Madera		
Hosted Standalone IP	Colusa		
Hosted Standalone IP	Colma		
Hosted Standalone IP	Colfax		
Hosted Standalone IP	Coalinga		
Hosted Standalone IP	Clyde		
Hosted Standalone IP	Clayton		
Hosted Standalone IP	Chester		
Hosted Standalone IP	Chatsworth		
Hosted Standalone IP	Ceres		
Hosted Standalone IP	Cathedral City		
Hosted Standalone IP	Capitola		
Hosted Standalone IP	Camino		
Hosted Standalone IP	BYSD		

Table 6.3.2.6 Feature Name	Service Location for Hosted Standalone IP	Service Available? Y/N	Document/Location
Hosted Standalone IP	Burney		
Hosted Standalone IP	Buellton		
Hosted Standalone IP	Brisbane		
Hosted Standalone IP	Brentwood		
Hosted Standalone IP	Blue Lake		
Hosted Standalone IP	Black Hawk		
Hosted Standalone IP	Beverly Hills		
Hosted Standalone IP	Belmont		
Hosted Standalone IP	Atascadero		
Hosted Standalone IP	Angwin		
Hosted Standalone IP	Angels Camp		
Hosted Standalone IP	Anderson		
Hosted Standalone IP	Altadena		

6.3.3 IP TRANSPORT FOR CONVERGED SERVICES (M)

The Contractor shall provide IP Transport services that will support Voice, Video and Data services that may provide a migration path to future application Convergence. IP transport may include, at a minimum: DSL, DS0, DS1, DS3, Fractional DS3, Ethernet, or a combination to augment geographic coverage or bandwidth. Although the State is not specifying network configuration or technology, the Contractor shall not transport the following services over the public Internet. IP transport shall support:

- Converged Services, IP Telephony
- Converged Services, IP Contact Center Applications
- Converged Services, IP Communication Applications – Other Services

Geographic Requirements:

The Contractor shall provide IP Transport Services in the cities specified below.

- Sacramento
- Oakland
- San Francisco
- Los Angeles
- San Diego

- San Jose

A service area is defined as within the city limits of each metropolitan area identified.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.3.1 Security (M)

The State expects stringent security Standards, based upon the transmission of confidential or sensitive data. Most security Requirements are based on the potential for fraud or disruption of State services if either a physical network or transmitted data were compromised.

The Contractor shall commit to the following:

- Current state-of-the-art security Standards applicable to proposed solutions to be updated in line with the industry
- Network Security Training

- Security Administration
- Support all current and future US encryption Standards
- Physical site security

A reference document is not required as a response to this RFP section. The Bidder's commitment to the Requirement above will be evaluated on a pass/fail basis only.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.3.3.2 Traffic Engineering and Quality of Service (QoS) (M)

The Contractor shall provide traffic engineering and QoS mechanisms for rate policing, over-provisioning, or queuing disciplines that enforce fair sharing of links in the presence of contending traffic flows. Traffic engineering shall provide the means for controlling delay, and delay variation, for time-sensitive flows.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.3.3 Multi-Protocol Support (M)

The Contractor shall provide the ability to support multiple layer two protocols over a single interface that can support a single broadcast domain between geographically dispersed sites on this network.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.3.4 Quality of Service Interoperability (M)

The Contractor shall provide QoS interoperability between the Customer and the Contractor domains to support end-to-end QoS objectives.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.3.5 Unified Network Management (M)

The Contractor shall provide Unified Network Management capabilities to support network based VPNs, IP multicast and real time IP voice and video services. Unified Network Management shall provide the ability to measure, mark and police packets in a data network and provide QoS by monitoring latency, jitter and dropped packets.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.3.6 Network Considerations (M)

The Contractor shall provide a meshed network design to support diversity that will enable fast virtual circuit reroute on trunk node failures and mechanisms for load balancing.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.3.7 Multiple Classes of Service (COS) (M)

The Contractor shall provide multiple classes of services (CoS) to support the different traffic types. CoS shall provide separate bandwidth reservations for different sets of traffic classes.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.3.8 IP and Network IP Transport Services (M-O)

Contractor shall provide IP transport services with minimum line rates as described in the table below.

Contractor shall offer the IP and network IP service and features detailed in Table 6.3.3.8.a.

Table 6.3.3.8.a IP and Network IP Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
IP Transport at a minimum 56 Kbps (1 end point)	IP Transport service at minimum line rate of 56 Kbps		
Bidder's Description:			
IP Transport at a minimum 128 Kbps (1 end point)	IP Transport service at minimum line rate of 128 Kbps		
Bidder's Description:			
IP Transport at a minimum 384 Kbps (1 end point)	IP Transport service at minimum line rate of 384 Kbps		
Bidder's Description:			
IP Transport at a minimum 512 Kbps (1 end point)	IP Transport service at minimum line rate of 512 Kbps		
Bidder's Description:			
IP Transport at a minimum 640 Kbps (1 end point)	IP Transport service at minimum line rate of 640 Kbps		
Bidder's Description:			
IP Transport at a minimum 768 Kbps (1 end point)	IP Transport service at minimum line rate of 768 Kbps		
Bidder's Description:			
IP Transport at a minimum 896 Kbps (1 end point)	IP Transport service at minimum line rate of 896 Kbps		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
IP Transport at a minimum 1.024 Mbps (1 end point)	IP Transport service at minimum line rate of 1.024 Mbps		
Bidder's Description:			
IP Transport at a minimum 1.152 Mbps (1 end point)	IP Transport service at minimum line rate of 1.152 Mbps		
Bidder's Description:			
IP Transport at a minimum 1.280 Mbps (1 end point)	IP Transport service at minimum line rate of 1.280 Mbps		
Bidder's Description:			
IP Transport at a minimum 1.408 Mbps (1 end point)	IP Transport service at minimum line rate of 1.408 Mbps		
Bidder's Description:			
IP Transport at a minimum 1.536 Mbps (1 end point)	IP Transport service at minimum line rate of 1.536 Mbps		
Bidder's Description:			
IP Transport at a minimum 1.792 Mbps (1 end point)	IP Transport service at minimum line rate of 1.792 Mbps		
Bidder's Description:			
IP Transport at a minimum 2.048 Mbps (1 end point)	IP Transport service at minimum line rate of 2.048 Mbps		
Bidder's Description:			
IP Transport at a minimum 2.304 Mbps (1 end point)	IP Transport service at minimum line rate of 2.304 Mbps		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
IP Transport at a minimum 2.560 Mbps (1 end point)	IP Transport service at minimum line rate of 2.560 Mbps		
Bidder's Description:			
IP Transport at a minimum 2.816 Mbps (1 end point)	IP Transport service at minimum line rate of 2.816 Mbps		
Bidder's Description:			
IP Transport at a minimum 3.072 Mbps (1 end point)	IP Transport service at minimum line rate of		
Bidder's Description:			
IP Transport at a minimum 3.328 Mbps (1 end point)	IP Transport service at minimum line rate of 3.328 Mbps		
Bidder's Description:			
IP Transport at a minimum 3.584 Mbps (1 end point)	IP Transport service at minimum line rate of 3.584 Mbps		
Bidder's Description:			
IP Transport at a minimum 3.840 Mbps (1 end point)	IP Transport service at minimum line rate of 3.840 Mbps		
Bidder's Description:			
IP Transport at a minimum 4.096 Mbps (1 end point)	IP Transport service at minimum line rate of 4.096 Mbps		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
IP Transport at a minimum 4.352 Mbps (1 end point)	IP Transport service at minimum line rate of 4.352 Mbps		
Bidder's Description:			
IP Transport at a minimum 4.608 Mbps (1 end point)	IP Transport service at minimum line rate of 4.608 Mbps		
Bidder's Description:			
IP Transport at a minimum 4.864 Mbps (1 end point)	IP Transport service at minimum line rate of 4.864 Mbps		
Bidder's Description:			
IP Transport at a minimum 5.120 Mbps (1 end point)	IP Transport service at minimum line rate of 5.120 Mbps		
Bidder's Description:			
IP Transport at a minimum 5.632 Mbps (1 end point)	IP Transport service at minimum line rate of 5.632 Mbps		
Bidder's Description:			
IP Transport at a minimum 6.144 Mbps (1 end point)	IP Transport service at minimum line rate of 6.144 Mbps		
Bidder's Description:			
IP Transport at a minimum 6.656 Mbps (1 end point)	IP Transport service at minimum line rate of 6.656 Mbps		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
IP Transport at a minimum 7.168 Mbps (1 end point)	IP Transport service at minimum line rate of 7.168 Mbps		
Bidder's Description:			
IP Transport at a minimum 7.680 Mbps (1 end point)	IP Transport service at minimum line rate of 7.680 Mbps		
Bidder's Description:			
IP Transport at a minimum 8.192 Mbps (1 end point)	IP Transport service at minimum line rate of 8.192 Mbps		
Bidder's Description:			
IP Transport at a minimum 8.704 Mbps (1 end point)	IP Transport service at minimum line rate of 8.704 Mbps		
Bidder's Description:			
IP Transport at a minimum 9.216 Mbps (1 end point)	IP Transport service at minimum line rate of 9.216 Mbps		
Bidder's Description:			
IP Transport at a minimum 9.768 Mbps (1 end point)	IP Transport service at minimum line rate of 9.728 Mbps		
Bidder's Description:			
IP Transport at a minimum 11 Mbps (1 end point)	IP Transport service at minimum line rate of 11 Mbps		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
IP Transport at a minimum 12 Mbps (1 end point)	IP Transport service at minimum line rate of 12 Mbps		
Bidder's Description:			
IP Transport at a minimum 13 Mbps (1 end point)	IP Transport service at minimum line rate of 13 Mbps		
Bidder's Description:			
IP Transport at a minimum 14 Mbps (1 end point)	IP Transport service at minimum line rate of 14 Mbps		
Bidder's Description:			
IP Transport at a minimum 15 Mbps (1 end point)	IP Transport service at minimum line rate of 15 Mbps		
Bidder's Description:			
IP Transport at a minimum 16 Mbps (1 end point)	IP Transport service at minimum line rate of 16 Mbps		
Bidder's Description:			
IP Transport at a minimum 17 Mbps (1 end point)	IP Transport service at minimum line rate of 17 Mbps		
Bidder's Description:			
IP Transport at a minimum 18 Mbps (1 end point)	IP Transport service at minimum line rate of 18 Mbps		
Bidder's Description:			
IP Transport at a minimum 19 Mbps (1 end point)	IP Transport service at minimum line rate of 19 Mbps		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
IP Transport at a minimum 20 Mbps (1 end point)	IP Transport service at minimum line rate of 20 Mbps		
Bidder's Description:			
IP Transport at a minimum 21 Mbps (1 end point)	IP Transport service at minimum line rate of 21 Mbps		
Bidder's Description:			
IP Transport at a minimum 22 Mbps (1 end point)	IP Transport service at minimum line rate of 22 Mbps		
Bidder's Description:			
IP Transport at a minimum 23 Mbps (1 end point)	IP Transport service at minimum line rate of 23 Mbps		
Bidder's Description:			
IP Transport at a minimum 24 Mbps (1 end point)	IP Transport service at minimum line rate of 24 Mbps		
Bidder's Description:			
IP Transport at a minimum 25 Mbps (1 end point)	IP Transport service at minimum line rate of 25 Mbps		
Bidder's Description:			
IP Transport at a minimum 30 Mbps (1 end point)	IP Transport service at minimum line rate of 30 Mbps		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
IP Transport at a minimum 35 Mbps (1 end point)	IP Transport service at minimum line rate of 35 Mbps		
Bidder's Description:			
IP Transport at a minimum 40 Mbps (1 end point)	IP Transport service at minimum line rate of 40 Mbps		
Bidder's Description:			
24/7/365 Fault Monitoring and Maintenance Support			
Bidder's Description:			

Contractor may provide the data rate IP and network IP service and features detailed in Table 6.3.3.8.b.

Table 6.3.3.8.b Data Rate IP Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
IP Transport at a minimum 45 Mbps (1 end point)	IP Transport service at minimum line rate of 45 Mbps		
Bidder's Description:			
IP Transport at a minimum 155 Mbps (1 end point)	IP Transport service at minimum line rate of 155 Mbps		
Bidder's Description:			
IP Transport at a minimum 622 Mbps (1 end point)	IP Transport service at minimum line rate of 622 Mbps		
Bidder's Description:			
IP Transport at a minimum 2.5 Gbps (1 end point)	IP Transport service at minimum line rate of 2.5 Gbps		
Bidder's Description:			
IP Transport at a minimum 10 Gbps (1 end point)	IP Transport service at minimum line rate of 10 Gbps		
Bidder's Description:			
Virtual Private LAN Service (VPLS)	Providing connection of multiple sites in a single bridged domain with a simplified IP addressing plan.		
Bidder's Description:			
Expedite Option	Bidder shall describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

NOTE: The contents of this page have been deleted because they were incorrectly a duplicate of page 46. —

Quality of Service Objectives:

Availability shall be 99.2 percent and shall be met through adherence to the following measurements. This shall apply to services provided on backbone network between IP router ports offered by the service provider.

- Packet loss shall be less than .5 percent (five tenths of one percent)
- Jitter shall be less than 15 milliseconds in all cases

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4 CONVERGED SERVICES, IP TELEPHONY SERVICES (M-O)

The State seeks a WAN solution that will connect to Customer's Local Area Networks (LANs) allowing for migration to a converged environment. This service will allow for the ordering/provisioning of hosted voice and data over a single IP network interface. This service shall be interoperable with and traverse successfully across the PSTN and subscribing Customer's firewalls and security layers. The proposed design shall be network based where all major components reside at a central office or off premises location. The transport shall be acquired as identified in Section 6.3.3. Bandwidth Requirements shall be determined by the ITU compression mechanisms defined by the Bidder's network design. The phones shall be provided by the Contractor but will connect directly to the Customer's infrastructure/network. No long distance fees shall apply between service areas. All off-net toll and toll free services shall be provided through the Module 3 Contractor.

The Contractor shall comply with the local number portability regulations and emergency service Requirements including E9-1-1 services to identify the location of an originating station and route the call to the appropriate Public Safety Answering Point (PSAP).

The Contractor's proposed Voice over Internet Protocol Transport supporting the Converged Services, IP Telephony services shall conform to the following Standards as applicable:

- IETF RFC 2132 for DHCP
- IETF RFC's 2916 ENUM, 2806
- IPv4. IPv6 when and where offered commercially by the Contractor
- IETF RFC 1349 ToS, 2474, 2475 DiffServ
- ITU-T E.164
- ITU-T G.711, G.723.x, G.726, G.728, or G.729.x
- ITU-T H.248.1 (MEGACO), H.323, H.350 when and where offered commercially by the Contractor
- ITU-T P.800 series of Standards for telephone transmission quality.
- ITU-T T.30, T.37 and T.38, Group III fax
- Media Gateway Control Protocol (MGCP) IETF RFC 3435 when and where offered commercially by the Contractor
- IETF RFC 3550 Real-Time Transport Protocol (RTP)
- IETF RFC 2205 Resource Reservation Protocol (RSVP)
- IETF RFC 3261 SIP (Session Initiation Protocol) when and where offered commercially by the Contractor.
- IETF RFC 768 User Datagram Protocol (UDP).

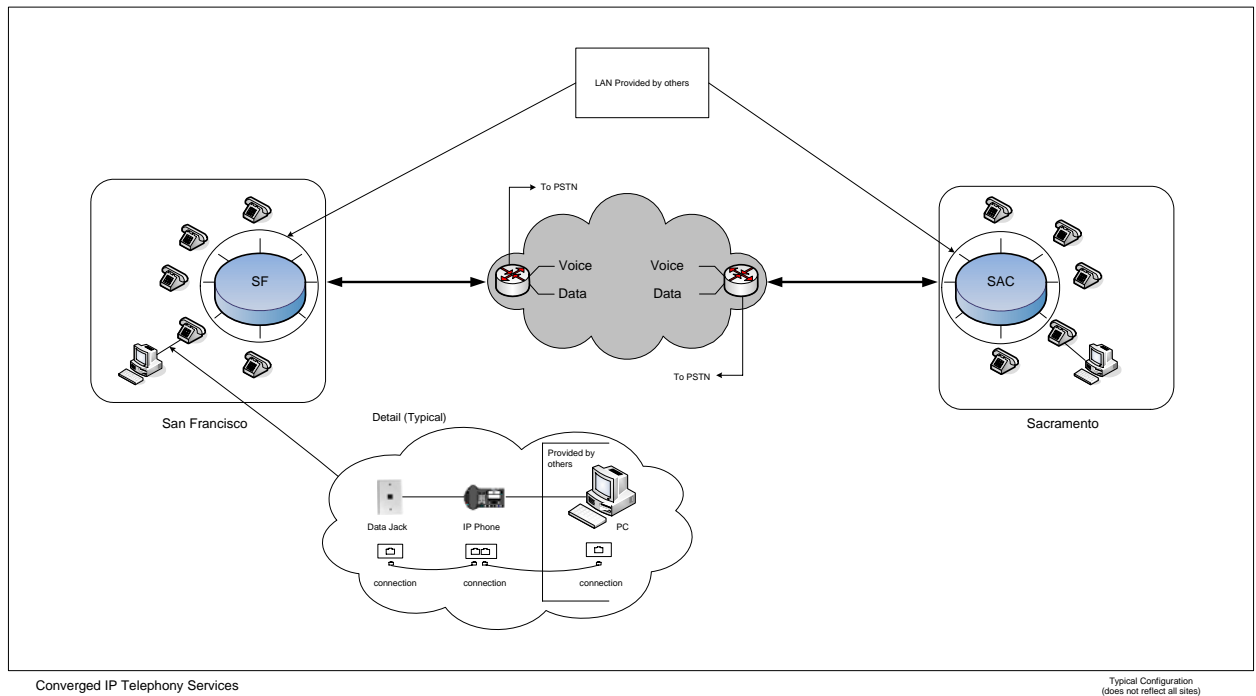
For design purposes, the Contractor shall use the information below to create a service proposal design.

The model consists of 6 separate metropolitan areas with a combined total of 80,000 end-users. Locations and headcounts are as follows:

- Sacramento 20,000 phones
- Los Angeles 20,000 phones
- San Francisco 16,000 phones

- Oakland 8,000 phones
- San Jose 8,000 phones
- San Diego 8,000 phones

Figure 6.3.4.a



Converged Service, IP Telephony Services are not required to be available at the time of award, however, the Contractor shall negotiate with the State to establish implementation timelines to provide service to the geographic locations listed above.

The seat charge identified in Section 7 includes all Hosted IP Telephony features listed in Section 6.3.2 with the exclusion of the "Full Turn-Key" Contractor supplied CPE and wiring.

The Bidder shall describe its VoIP design architecture, components and services necessary to provide a VoIP solution for the application described in Section 6.3.4. The Proposal shall include, at a minimum, a method of conducting a network pre-assessment to address the following:

- Health of the network
- Bandwidth Requirements
- Power Requirements
- E9-1-1 Requirements

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4.1 Converged Services, IP Phone Hardware features (M-O):

Contractor shall provide IP phones to the Customers that include:

- Dual port 10/100 ethernet interface with attachment cable
- Open standards based handsets
- Message waiting indicator

- Speaker function
- Ring volume control
- Minimum of 6 programmable function keys or a soft key interface

Bidders are to indicate compatibility/interoperability of the Converged Services IP Telephony CPE with the Hosted Standalone CPE IP telephone sets identified in Table 6.3.4.1.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the Converged Services, CPE basic IP telephone Hardware features detailed in Table 6.3.4.1.a.

Table 6.3.4.1.a Converged Services, Customer Provided Equipment Basic IP Phone Hardware Features (M-O)

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Basic Single Line IP Phone Set	Support of a single line or directory number		
Bidder's Description:			
Multi Line IP Phone Set	Support of minimum of 4 line appearances and/or speed dials		
Bidder's Description:			
Multi Line IP Phone Set with LCD Display	Support of minimum of 4 line appearances and/or speed dials with LCD display		
Bidder's Description:			

Contractor may offer the Converged Services, CPE basic IP telephone Hardware features detailed in Table 6.3.4.1.b.

Table 6.3.4.1.b – Converged Services, Customer Provided Equipment (CPE) IP Phone Hardware features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.3.4.2 Converged Services, IP Telephony features: (M-O)

6.3.4.2.1 Echo Cancellation (M-O)

The Contractor shall provide Echo cancellation that will:

- Meet or exceed ITU G.165/G.168 and provide support for future ITU echo canceller Standards
- Provide proper handling of background noise and narrow band signals
- Provide reliable detection of double talk without divergence or clipping
- Support redundancy and be capable of dynamically tracking echo path changes resulting from conferencing, call transfers and permanent off-hook conditions
- Be field proven

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4.2.2 Voice Compression (M-O)

The Contractor shall provide Voice compression the will:

- Pass all applicable ITU test vectors
- Support configurable packetization for maximum flexibility
- Not degrade when all channels are active

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4.2.3 Packet Play-Out Algorithms (M-O)

The Contractor shall provide Packet Play-out Algorithms that will:

- Compensate for packet loss, delay, and jitter
- Be configurable and provide comprehensive network management statistics
- Be adaptive for the lowest delay

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4.2.4 Tone Processing (M-O)

The Contractor shall provide tone processing that will:

- Provide reliable tone detection with no 'false detects' and no 'failure to detects'
- Provide bi-directional tone detection and generation in cases where the Customer premises Equipment does not perform these functions
- Provide different detection Requirements based on network application and system architecture: dial digits, fax detection, and call progress tones

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4.2.5 Fax Support (M-O)

The Contractor shall provide fax support that will:

- Provide auto detection of voice or fax
- Provide facsimile over TCP/IP
- Provide fax messaging

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4.2.6 Packet Encapsulation (M-O)

The Contractor shall provide packet encapsulation for scalability and flexibility.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4.2.7 Signaling Support (M-O)

The Contractor shall provide signaling support that will provide full Tone Detection and generation capabilities.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4.2.8 Network Management (M-O)

The Contractor shall provide network management that will provide per-channel statistics and status reporting, real-time trace and diagnostics capabilities.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4.3 Converged Services, IP Telephony Business Line Services (M-O)

The Contractor shall provide basic call features as follows:

Call Transfer - Allows a station End-User to transfer any call in progress to another telephone number without the assistance of an operator

Call Park - Allows a call to be parked at a subscriber's number for retrieval by another subscriber line. The capability can be administered on a station basis according to the subscribing Agencies needs

Call Pickup - Allows a subscriber to answer any calls directed to another station line within his or her own predefined call pickup group

Conference - Allows a voice station End-User to establish a multiparty conference connection of a minimum of three conferees including themselves without attendant assistance. (Indicate the limit of phones that can be conferenced)

Call Hold - Provide the ability to put a caller on hold and retrieve them from the hold state

Call Forward – Busy Don't Answer - Allows a station End-User to choose to reroute incoming calls to another specified telephone number. This shall be

available for all incoming calls, on a busy or ring-no-answer condition. (Indicate the limitation of paths the call may take)

Call Forward – All Calls - Allows the station End-User to choose to reroute all incoming calls to another specified telephone number. The feature shall have the capability to restrict call forwarding to internal, local or long distance numbers

Hunt Groups - Route inbound calls to a predetermined sequence of telephone numbers until it is answered

Speed Dial - Allows abbreviated digit dialing capability on a per station basis

Redial - Allow a station End-User to automatically originate a call to the last number dialed from the station End-User's phone

Message Waiting Indicator - Visual indication on phone that a message is waiting for review

Caller ID - Phone number of the calling party is displayed as a call comes in

Group Pickup - Allows an incoming call to be picked up from any one of a predefined group of phones

Web Directory - Online directory via web

Directory Phone Display - Directory via the phone display

900 Call Blocking - The ability to block 900 calls

Contractor shall offer the Converged Services, IP telephony business line service features detailed in Table 6.3.4.3.a.

Table 6.3.4.3.a Converged Services, IP Telephony Business Line Service Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Converged Services, IP Telephony Business Line Service	Basic IP Telephony Business Line Service features as listed above		
Bidder's Description:			
Off-Net Toll	Toll charges (per minute) for traffic that must be routed off the IP network within the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico		
Bidder's Description:			
Off-Net Toll Free	Allows a Customer to make and receive off-net toll free calls from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico.		
Bidder's Description:			

Contractor may offer the Converged Services, IP telephony business line service features detailed in Table 6.3.4.3.b.

Table 6.3.4.3.b Converged Services, IP Telephony Business Line Service Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

Technical Requirements - The service shall meet the technical Requirements listed below. Performance shall be measured to the CCH and verified through reports provided by the Contractor.

Availability – 99.2 percent

Measurement – Adhere to the Requirements set forth in Section 6.3.14.2

Jitter (delay variance) – Less than 15 ms

Packet Loss – Maximum .5 percent

Latency/Delay – 130 ms one way

Mean Opinion Score ITU P.800 – 3.6 or above (or equivalent industry standard measurement)

Dial Tone Delay – Not to exceed 3 seconds for any call

Call Setup Time – Not to exceed 3 seconds for any call

Echo Cancellation - Embedded echo cancellation to published ITU-T recommendations

Grade of Service – P.03

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4.4 Converged Services, IP Telephony Security (M)

The Contractor shall provide security measures that detect and prevent unauthorized access to the network.

Contractor shall address their proposed security measures to prevent security breaches such as but not limited to:

- Denial of Service (DoS)
- Invasion of Privacy
- Man-in-the-Middle (MITM) attacks
- Protocol specific security vulnerabilities (e.g. SIP)

The Contractor shall ensure security practices and policies are updated and audited regularly.

A reference document is not required as a response to this RFP section. The Bidder's commitment to the Requirement above will be evaluated on a pass/fail basis.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4.5 Converged Services, IP Telephony Voice Mail Services (M-O)

The Contractor shall provide Voice Mail services. The Voice Mail Services will include the capability for End-Users to have callers leave a message to be retrieved at a later time. Additionally, the service shall allow IP Telephony Voice Mail End-Users to forward messages to other End-Users in the same IP Telephony Voice Mail network. The service shall offer a variety of message length capabilities, greeting and delivery options, broadcast messaging and the ability to revert to an attendant.

The minimum feature Requirements of the IP Telephony Voice Mail Services are as follows:

- Minimum message length will be at least 2 minutes each. List any additional "Message Length Capacity" options on Table 6.3.4.5.b below
- Message review, including skip back or ahead
- Message saving and erasing
- Erased message retrieval before call is ended
- Messaging forwarding to another voice mailbox in the system with the ability to append additional comments
- Message sending
- Password protection

- Personalized greetings (both permanent and temporary)
- Message waiting indicator signal received at workstation within 1 minute
- The voice mail system must be capable of remote access from any phone location on or off net
- Creation of Group Distribution Lists - to provide the ability to define voice mail distribution lists to forward and reply to an individual or to a group of predefined recipients
- Web based End-User administration Software
- Ability to integrate with Unified Messaging applications with no Hardware modification

The Bidder shall identify the voice mail vendors that you are capable of supporting, and the minimum Requirements for the support.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the Converged Services, IP telephony voice mail services and features detailed in Table 6.3.4.5.a.

Table 6.3.4.5.a –Converged Services, IP Telephony Voice Mail Services and Features (M-O)

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Converged Services, IP Telephony Voice Mail	Minimum feature Requirements as listed above.		
Bidder's Description:			

Contractor may offer the Converged Services, IP telephony voice mail services and features detailed in Table 6.3.4.5.b.

Table 6.3.4.5.b – Converged Services, IP Telephony Voice Mail Services and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.3.4.6 Converged Services, Managed IP Audio Conferencing (M-O)

Access to Basic Audio Conferencing over the IP network shall be provided as a standard feature. Basic Audio Conferencing shall consist of:

- Six-port conferencing,
- Meet-me conference-bridge
- Preset conferencing of pre-designated conferees

Tone In/Out will be heard for each participant as they enter or exit conference

Bidder shall describe these services and how both the On-Net IP network service Customers and Off-Net Customers will be able to access and interact.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the Converged Services, Managed IP audio conferencing features detailed in Table 6.3.4.6.a.

**Table 6.3.4.6.a Converged Services, Managed IP Audio Conferencing Features
(M-O)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Direct Dial, Basic Dial-In Meet Me Service (up to 6 ports)	IP Audio Conferencing Features as listed above.		
Bidder's Description:			
Direct Dial, Dial-In Meet Me Service (up to 24 ports)	Also known as "Meet-Me" service, participants (up to 24) dial a pre-established number to join the conference call.		
Bidder's Description:			
Direct Dial, Dial-In Meet Me Service (up to 48 ports)	Also known as "Meet-Me" service, participants (up to 48) dial a pre-established number to join the conference call.		
Bidder's Description:			
Direct Dial, Dial-In Meet Me Service (up to 96 ports)	Also known as "Meet-Me" service, participants (up to 96) dial a pre-established number to join the conference call.		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidder's Description:			
Toll Free, Basic Dial-In Meet Me Service (up to 6 ports)	IP Audio Conferencing Features as listed above.		
Bidder's Description:			
Toll Free, Dial-In Meet Me Service (up to 24 ports)	Also known as "Meet-Me" service, participants (up to 24) dial a pre-established number to join the conference call.		
Bidder's Description:			
Toll Free, Dial-In Meet Me Service (up to 48 ports)	Also known as "Meet-Me" service, participants (up to 48) dial a pre-established number to join the conference call.		
Bidder's Description:			
Toll Free, Dial-In Meet Me Service (up to 96 ports)	Also known as "Meet-Me" service, participants (up to 96) dial a pre-established number to join the conference call.		
Bidder's Description:			
Cancellation Fee for Meet Me Services	Fee applicable only to any cancellation of Meet Me services (24, 48, or 96 ports) with less than 2 hours notice prior to scheduled conference.		
Bidder's Description:			
Underutilization Fee	Fee associated with instances of Customer utilizing less than 80% of reserved ports on a Dial In Meet Me call.		
Bidder's Description:			
Off-Net Meet Me	Gateway service to allow for off-net End-Users access.		
Bidder's Description:			
Listen Only (Broadcast)	Participants are placed in a listen only mode.		
Bidder's Description:			

For those End-Users with specific needs not met by standard conferencing, the Contractor may offer the conferencing options detailed in table 6.3.4.6.b.

Table 6.3.4.6.b Converged Services, Managed IP Audio Conferencing Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.3.5 CONVERGED SERVICES, IP CONTACT CENTER APPLICATIONS (M-O)

The Contractor shall provide the following IP contact center applications.

6.3.5.1 IP Network Based Automatic Call Distributor (ACD) (M-O)

The Contractor shall provide IP Contact Center Service functionality at the network level that provides equitable call distribution and queuing functions for Customer designated IP enabled Contact Centers throughout the state provisioned from this Module. The service shall extend the capabilities of basic IP ACD in that it shall allow several distributed ACD groups to answer calls as though the groups were one large group. The functionality shall be available between different server switches statewide. The IP ACD shall be able to operate and manage IP ACD Agent Software Package, Basic IP ACD Supervisor's Software Package, and System Administrator Software Package, all of which are described below.

Basic IP ACD evenly distributes incoming calls among a designated group. The IP ACD places calls in queue if no agent is available. The distribution of these calls can be provided at the queue level based on:

- Dialed number
- Time of day
- Location of the caller
- Skills based

This service shall include additional features available from an IP based Contact Center, such as:

- Cradle-to-grave tracking
- HTML based scripting tools

Skill based pre-routing

Multimedia call handling. (e.g., voice, video, e-mail, web)

The Contractor shall provide network designs and diagrams for Contact Center Solutions under this Contract.

The Contractor shall provide 3 hard copies and 1 electronic copy with the Proposal.. Electronic drawings shall be in .dwg, .dxf, .vsd or any mutually agreed format. Hard copy drawings shall be provided in Standard E size.

Drawings shall include both topology and logical representations of all critical network backbone elements to include but not be limited to the following:

- Geographic location of Equipment
- Type and capacity of Equipment at each location including any backup systems
- Service type
- Unique identifier for each element

Responses to the Requirements described in this section should include a thorough presentation of how the network solves the following:

Ubiquity – the Contractor’s (and Affiliate’s) ability to provide services throughout the state.

Scalability – the ability to increase delivery of services in number and/or size within a reasonable timeframe..

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

Redundancy – having one or more circuits/systems available in case of failure of the main circuits/systems.

Diversity – backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

Contact Center services will be evaluated on the Bidder’s diagrammatic representation in the Network Design and will be weighted as described in RFP Section 9.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the IP network based ACD services and features detailed in Table 6.3.5.1.a.

Table 6.3.5.1.a – IP Network Based ACD (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
IP Network Automatic Call Distributor (8 ports)	The ACD described above with 8 ports		
Bidder's Description:			
IP Network Automatic Call Distributor (24 ports)	The ACD described above with 24 ports		
Bidder's Description:			
IP Network Automatic Call Distributor (48 ports)	The ACD described above with 48 ports		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
IP Network Automatic Call Distributor (96 ports)	The ACD described above with 96 ports		
Bidder's Description:			
IP Network Automatic Call Distributor (192 ports)	The ACD described above with 192 ports		
Bidder's Description:			
IP Network Automatic Call Distributor (over 192 ports)	The basic ACD described above with more than 192		
Bidder's Description:			

Contractor may offer the IP network based ACD services and features detailed in Table 6.3.5.1.b.

Table 6.3.5.1.b – IP Network Based ACD (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.3.5.1.1 IP Network Based Basic Agent Package (M-O)

The Basic Agent Package shall include the following features:

- **Agent Inbound Line** - Receives calls from the Contact Center Listed Directory Numbers (LDNs)
- **Agent Status** – Allows the agent to activate/deactivate the position including ready, clerical, log off
- **Multiple Queue Options** - Agent can participate in a specified or unlimited number of queues
- **Remote Agent Capability** – Ability to route calls to telephone numbers outside the Contact Center
- **Position ID** - Agent Position ID identifies a specific agent
- **Call Present** - Agent answers Contact Center calls without pressing a key
- **Incoming Call Queue** - Incoming calls wait/queue when all agents busy. The call is directed to the first available agent
- **Agent Priority Call Transfer** - Allows an agent to conference/transfer incoming Contact Center call to another agent's line
- **Emergency Alert** - Gives agent ability to immediately conference a supervisor or recorder to a call
- **Call Source Identification** – Displays calling number on agent Equipment

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the IP network based ACD agent features detailed in Table 6.3.5.1.1.a.

Table 6.3.5.1.1.a IP Network Based ACD Agent Package (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Basic Agents Package	Basic Software package as described above.		
Bidder's Description:			
Abandon Call Clearing	Removes calls from the Contact Center queue when the caller abandons: - while waiting in queue (or) - after call is presented to agent.		
Bidder's Description:			
Automatic Overflow	Allows Customer to specify where new incoming calls overflow.		
Bidder's Description:			
Call Priority	Customer assigns priority levels to the primary Listed Directory Number (LDN) and supplementary LDNs.		
Bidder's Description:			
Night Service	Activated for entire Contact Center when all agent positions logoff. Automatically forwards incoming calls.		
Bidder's Description:			
Overflow Scan	Scans up to four other Contact Centers for an available agent and occurs when queuing thresholds are reached but before Automatic Overflow is applied.		
Bidder's Description:			
Ring Threshold	Reroutes call when agent does not answer after a pre-determined amount of time.		
Bidder's Description:			
Call Delay /Forced Announcement	Provides recorded announcement(s) to callers when all agents are busy or the Contact Center is in Night Service mode.		
Bidder's Description:			
Queue Status	Indication when queue thresholds are exceeded. Separate from telephone sets, this data will be provided to a wall mounted display or a workstation.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Agent Queue Status Display	Provides agents status of call queue. Shows either: number of calls in queue, or amount of time oldest call in queue.		
Bidder's Description:			
Called Number Display	Displays the dialed Contact Center directory number on agent Equipment.		
Bidder's Description:			
Call Tracking	Allows agent to indicate type of call being processed by depressing tracking key and entering a code ("account code").		
Bidder's Description:			
Controlled Access to PSTN/Switched Network	Outbound dialing permission from total restriction to unrestricted access to the public network.		
Bidder's Description:			

Contractor may offer the IP network based ACD agent features detailed in Table 6.3.5.1.1.b.

Table 6.3.5.1.1.b IP Network Based ACD Agent's Package (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder including any feature packages:			
		N/A	
Bidder's Description:			
		N/A	
Bidder's Description:			

6.3.5.1.2 IP Network Based Basic Supervisor's Package (M-O)

The Basic Supervisor's Package shall include all of the features from the Basic Agent's Package as well as the following features:

- **Call Agent** - Allows supervisor to directly call an agent by pressing a single key and includes the ability to interrupt an active call
- **Observe Agent** – Allows supervisor to listen to conversation between the agent and the caller
- **Supervisor Answer Agent** – Allows supervisor to answer Call Supervisor calls from an agent by depressing a key
- **Answer Emergency** - Allows supervisor to answer emergency calls on an “Emergency” key when an agent's “Emergency” key is pressed

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the IP network based ACD supervisor's features detailed in Table 6.3.5.1.2.a.

Table 6.3.5.1.2.a IP Network Based ACD Supervisor's Package (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Basic Supervisor's Package	Basic Supervisor's Package Software as described above.		
Bidder's Description:			
Additional Supervisor Positions	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of 1 per 20 agents.)		
Bidder's Description:			
Controlled Overflow	Allows a supervisor to direct new Contact Center calls to an overflow route.		
Bidder's Description:			
ACD Status Display	Supervisor(s) with display set can monitor Contact Center call status. Minimum Requirements - Queue Status (QSD) shows: - Number of calls in incoming call queue and average time in queue - Total number of occupied agent positions (agents idle, active, or not ready).		
Bidder's Description:			
Position Status Display	Provides supervisor with visual indication of agent activity in real time.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Position Status Summary Display	<p>Allows supervisor to quickly check status of the Contact Center. Supervisor can have multiple position status summary display keys to monitor multiple Contact Center Groups within their system.</p> <p>Minimum Requirements:</p> <p>Display indicates total number of agents:</p> <ul style="list-style-type: none"> i. On Contact Center calls ii. On non -Contact Center calls (on virtual number) iii. Idle (logged in and waiting for call) iv. Not ready (clerical status) logged off 		
Bidder's Description:			

Contractor may offer the IP network based ACD supervisor's features detailed in Table 6.3.5.1.2.b.

Table 6.3.5.1.2.b ACD Supervisor's Package (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			
		N/A	
Bidder's Description:			

6.3.5.1.3 IP Network Based System Administrator Software Package (M-O)

The System Administrator Software Package shall include the following features:

- Provides "real time" display of agent and call activity by Contact Center or network wide. Display is easily customized to show desired information
- Activate or deactivate the entire Contact Center group or queues within the group
- Assign passwords to agents
- Increase or decrease number of agents
- Increase or decrease the number of queues
- Move agent(s) to another Contact Center group within the system
- Control queues by changing the queue slots, queue size, and maximum wait time
- Change overflow routes and ring thresholds
- Change password levels of supervisors into system

(Note: Bidders are to describe minimum Hardware Requirements for the System Administrator Software Package.)

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the IP network based ACD system administrator features detailed in Table 6.3.5.1.3.a.

Table 6.3.5.1.3.a IP Network Based ACD System Administrator Software Package (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
System Administrator's Package	System Administrator's Package Software as described above.		
Bidder's Description:			

Contractor may offer the IP network based ACD system administrator features detailed in Table 6.3.5.1.3.b.

Table 6.3.5.1.3.b IP Network Based ACD System Administrator's Software Package (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder including any feature packages:			
Bidder's Description:			

6.3.5.1.4 Management Information System Tracking For Contact Centers (M-O)

The Contact Center MIS system shall provide tracking in the form of reports and real time queries of data associated with agents and with each Contact Center.

The "Tracking for Each Contact Center" MIS package provides tracking of the following data:

- Average speed of answer
- Expected delay
- Grade of Service (GOS or equivalent)
- Hourly demand
- Longest delay experienced by caller
- Number of agents busy on incoming calls

- Number of agents / queue slots available
- Number of incoming calls to each LDN
- Total number and length of calls
- Total number of calls abandoned
- Incremental breakdown of the number of calls abandoned after or before announcement
- Total number of calls by account code

The “Tracking for Agents” Software package shall provide real time tracking of the following data by Agency:

- Number of agents logged on
- Number of agents busy on Contact Center calls or on non-Contact Center calls
- Number of idle agents by Contact Center or by queue
- Number of agents in Clerical status
- Number of agents logged-off

The “Tracking for Agents” Software shall also provide historical tracking of individual agent performance, including:

- Total number of calls answered by LDN, by queue, and by account code
- Agent time tracking (logged on, status, logged off, etc.)
- Average number of calls answered per hour
- Average duration of calls
- Average of hold time
- Percentage of time available, on call, on hold, idle
- Incremental breakdown of duration of calls

All data shall be provided in a spreadsheet or comma delineated format so that Customers may prepare ad hoc reports.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the IP network ACD Management Information System (MIS) tracking for each Contact Center as detailed in Table 6.3.5.1.4.a.

Table 6.3.5.1.4.a IP Network ACD MIS Tracking for Each Contact Center (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
MIS for IP Network ACD (8 ports)	The MIS for IP ACD described above with 8 ports		
Bidder's Description:			
MIS IP Network ACD(24 ports)	The MIS for IP ACD described above with 24 ports		
Bidder's Description:			
MIS IP Network ACD (48 ports)	The MIS for IP ACD described above with 48 ports		
Bidder's Description:			
MIS for Network ACD (96 ports)	The MIS for IP ACD described above with 96 ports		
Bidder's Description:			
MIS for IP Network ACD (192 ports)	The MIS for IP ACD described above with 192 ports		
Bidder's Description:			
MIS for IP Network ACD (over 192 ports)	The MIS for IP ACD described above with over 192 ports		
Bidder's Description:			

Contractor shall offer the IP network ACD MIS tracking for each Contact Center as detailed in Table 6.3.5.1.4.b.

Table 6.3.5.1.4.b IP Network ACD MIS Tracking for Each Contact Center (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.3.5.1.5 IP Network Contact Center Maintenance (M)

Contact Center Maintenance includes Hardware and Software maintenance for Contact Centers (Contractor's Equipment only, including upgrades and routine maintenance procedures, etc). Contact Center Maintenance shall include maintenance for the associated Network Based Interactive Voice Response (IVR) and Computer Telephone Integration (CTI) applications.

Standard Network ACD, IVR, SCR, and CTI systems will include On-Site Contact Center Maintenance Monday through Friday from 7am to 6pm Pacific Time at no additional charge. An expert level technician shall respond by phone to provide troubleshooting assistance within 1 hour of Customer opening a trouble ticket. This support shall be available Monday through Friday from 7am to 6pm PST at no additional charge for the Equipment and services provided as ACDs, IVRs, CTIs, and for Specialized Call Routing services.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.5.1.6 Additional Maintenance Options (M-O)

Contractor shall offer the IP network Contact Center maintenance options detailed in Table 6.3.5.1.6.a.

Table 6.3.5.1.6.a IP Network Contact Center Maintenance (M-O)

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
7/24 On-Site Contact Center Maintenance	Technical on-site support 7/24/365 to perform preventive and remedial maintenance on the ACD, IVR, and CTI Hardware and Software.		
Bidder's Description:			
Remote Contact Center Maintenance Support for off hours	Remote technical assistance for maintenance during hours other than those covered by the maintenance plans above..		
Bidder's Description:			

Contractor may offer the IP network Contact Center maintenance options detailed in Table 6.3.5.1.6.b.

Table 6.3.5.1.6.b IP Network Contact Center Maintenance (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.3.5.2 IP Network Based Interactive Voice Response (IVR) System (M-O)

The Contractor shall provide an IP network based IVR system that gives callers specific information or accepts an order based on specific information input by callers using speech recognition or DTMF tones.

Contractor shall provide the following applications of IVR:

Automated Attendant - A service that automatically answers incoming calls within a predefined number of rings, without assistance from a live attendant. Callers can reach an extension by entering the extension number or name. The Automated Attendant offers other services, such as announcements for voice menu choices and can process multiple calls simultaneously. It prompts callers with a series of choices and actions to perform. Based on selected action, the caller may listen to a recorded announcement, leave a message, place a call, activate another voice service or be routed to a particular service

Translator - Translates and forwards old telephone number to new telephone number

Names Directory - Allows callers to spell a name using the telephone keypad, and then have the IVR system read back the name and transfer the call to that person's telephone

Voice Library - Provides playback of voice recorded 'library' of information

Intelligent Call Transfers - Transfer callers based on time-of-day, day-of-week, language, or zip code

Call Progress Detection – IVR monitors a transferred call to check if the line is busy, disconnected or a network message is played

Maintenance – See Section 6.3.5.1.5

Custom applications of IVR:

Custom Applications, including modifications and/or programming changes to the design and/or Application Program for existing custom IVR (e.g, host connection) shall be provided in accordance with the provisions for contracted service project work as described in Section 6.3.12.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the IP network based IVR services and features detailed in Table 6.3.5.2.a.

Table 6.3.5.2.a –IP Network Based Interactive Voice Response (IVR) Services and Features (M-O)

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
IVR with Standard Applications	Standard IVR applications as described above.		
Bidder's Description:			
IVR with Standard Application Usage	Usage charge associated with standard IVR applications as described above.		
Bidder's Description:			
Voice Forms	Allows business End-Users to collect information from callers over the telephone. A series of questions is played to a caller who responds to each question in sequential order. Once the information is collected, it can be retrieved and transcribed to suit individual Requirements. Include a minimum of one (1) hour storage per Voice Forms application.		
Bidder's Description:			
Additional Voice Forms Storage	Additional storage capacity for Voice Form recorded data		
Bidder's Description:			
Fax on Demand or Fax Reply	A feature that allows the End-User to create and retrieve Fax information by selecting Fax items from a voice menu.		
Bidder's Description:			

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Call Router Reports	Daily Activity and Daily Call Profile Reports shall be available for Daily, Weekly, and Monthly Distribution to each Customer broken down by each hour.		
Bidder's Description:			
Change Administration	Allows Customers to make administrative changes to the IP Network IVR system without vendor intervention.		
Bidder's Description:			
Database Lookups (M-O)	Access to the Customer's local database for look up and delivery of the information to the IP Network IVR (e.g. zip codes, phone numbers, office numbers, dates of birth).		
Bidder's Description:			
Credit-Card Transactions (M-O)	Process application for credit card payments via the telephone/IVR service involving connection to a clearinghouse.		
Bidder's Description:			

Contractor may offer the IP network based IVR services and features detailed in Table 6.3.5.2.b.

Table 6.3.5.2.b –IP Network Based Interactive Voice Response (IVR) Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Speech Recognition	A Machine's ability to understand and react to human speech instead of touch-tone entry.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.3.5.3 IP Network Based Specialized Call Routing (M-O)

The Contractor shall provide IP network based Specialized Call Routing (SCR) functionality that provides call-by-call routing of calls to multiple, geographically dispersed ACD groups to create a virtual Contact Center network for load balancing and maximizing use of available agents. The service shall route calls and consolidate management information at the network level, to create enterprise-wide call distribution capabilities. The service shall provide:

Pre and Post Call Routing – Routing intelligence that is applied before the call is sent to the destination is referred to as pre-routing. Intelligent transferring between agent groups or into or out of their Interactive Voice Response Units (IVRU's) is referred to as post call routing.

Additional Routing based on:

- Dialed number
- Automatic Number Identification (ANI)
- Location of the caller
- Caller entered digits
- Time of day, day of week

Skills Based Routing - Ability to route calls to a particular ACD group or agent based on available agents with predefined skill sets required to handle incoming calls.

Gateway - Gateway offers large and geographically dispersed Contact Centers a way to control their routing within the network.

Database Server - The process that manages the SCR central database. The server collects the data and stores it for a designated number of days.

Specialized Contact Management Software (SCM) - SCM Software delivers an integrated suite of capabilities that enables the Customer to, intelligently route calls on a call-by-call basis based on agent skill set, interact with its Customers via phone, Web, and e-mail across an enterprise of ACD, PBX, IVR, database, and desktop applications.

Maintenance - See Section 6.3.5.1.5

Managed Services - Provides annual managed care support including remote monitoring, reporting, single point of contact and accountability, application support, and trouble shooting.

Consolidate MIS – Consolidated MIS reporting with integrated near real time and historical contact center and IP network management reporting.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the IP network based SCR services and features detailed in Table 6.3.5.3.a.

Table 6.3.5.3.a IP Network Based Specialized Call Routing (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Specialized Call Routing Package	Call routing services as described above.		
Bidder's Description:			
Historical Database Service	Database service that stores archived data from the primary database service. The primary service collects the data and stores it for a designated number of months, but the information is transmitted to the historical database service for long-term storage and retrieval.		
Bidder's Description:			
Administrative Workstation Software	Provides End-User interface to the SCR utilizing a Customer provided PC workstation.		
Bidder's Description:			

Contractor may offer the IP network based SCR services and features detailed in Table 6.3.5.3.b.

Table 6.3.5.3.b IP Network Based Specialized Call Routing (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.3.5.4 Computer Telephone Integration (CTI) for IP Network Based ACD (M-O)

The Contractor shall provide a Computer Telephone Integration (CTI) application with IP network services in the form of computer interface Software that provides concurrent delivery of a voice call and data from a Customer's computer to an agent.

The Standard Basic CTI features are as follows:

- Provides the ability to place and route calls
- Provides signaling between the ACD node and a Customer's business computer. The two-way information flow over data circuits allows ACD applications to communicate with applications running in the Customer's business computer
- Coordinated Voice and Data - Provides the concurrent delivery of a voice call and data related to the call to an ACD agent (screen pop)

Custom Applications, including application design, engineering, testing, wiring, and termination shall be provided in accordance with the provisions for contracted service project work as described in Section 6.3.12.

Bidder understands the Requirement and shall meet or exceed it? Yes_____No_____

Reference: document_____

location_____page_____paragraph_____

Description:

Contractor shall offer the CTI for IP network based ACD services and features detailed in Table 6.3.5.4.a.

Table 6.3.5.4.a –Computer Telephone Integration (CTI) for IP Network Based ACD ((M-O))

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Basic CTI Functionality	The basic CTI functionality described above on a per seat/per center basis.		
Bidder's Description:			
Voice Processing Integration	Provides messaging to support interaction with voice response units and IVRs.		
Bidder's Description:			

Contractor may offer the CTI for IP network based ACD services and features detailed in Table 6.3.5.4.b.

Table 6.3.5.4.b –Computer Telephone Integration (CTI) for IP Network Based ACD ((D))

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.3.6 CONVERGED SERVICES, IP COMMUNICATION APPLICATIONS – OTHER SERVICES (M-O)

6.3.6.1 Managed IP Video Conferencing Services (M-O)

The Contractor's video conferencing service shall provide for multiple simultaneous connections and the necessary protocol conversions for connecting dissimilar open Standards based Equipment. All video conferencing solutions provided by the

Contractor shall be open Standards based as set by the ITU and IETF. Minimum connection speed supported shall be 384K.

Contractor's video conferencing services shall be available throughout the U.S.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

Contractor shall offer Managed IP Video Conferencing services detailed in Table 6.3.6.1.a.

Table 6.3.6.1.a, Managed IP Video Conferencing Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Standard Session Support	A Conferencing Attendant will greet each caller; assist participants in connecting, perform a roll call of all participants and notify the conference leader when all participants are present. At the completion of the roll call, the Conferencing Specialist will disconnect from the call. If technical assistance is needed during the conference, the Customer can contact a Conferencing Attendant for assistance.		
Bidder's Description:			
Enhanced Session Support	A Conferencing Attendant will greet each caller assist participants in connecting, perform a roll call of all participants and notify the conference leader when all participants are present. At the completion of the roll call, the Conferencing Attendant shall remain online and provide technical assistance until the end of the conference.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Session Support Cancellation Fee	Cancellation less than 1 hour prior to scheduled conference		
Bidder's Description:			
Network MCU Services	MCU services allow for a single session IP based video and audio conferencing in a multipoint arrangement. This is accomplished through a centralized system of provider based Equipment and Software.		
Bidder's Description:			
Enhanced Network MCU Services (512Kbps)	MCU services allow for a single session IP based video and audio conferencing in a multipoint arrangement. This is accomplished through a centralized system of provider based Equipment and Software at 512Kbps		
Bidder's Description:			
MCU Cascading Services	Allows for distributed videoconferencing arrangements utilizing a combination of Customer owned and network based MCUs.		
Bidder's Description:			
Enhanced MCU Cascading Service (512Kbps)	Allows for distributed videoconferencing arrangements utilizing a combination of Customer owned and network based MCUs at 512Kbps		
Bidder's Description:			
Gateway Services	This service allows for the interconnection of IP based videoconference sessions with ISDN based videoconferencing sessions connecting via the PSTN. This is accomplished through use of a specific number to call where parties can join.		
Bidder's Description:			
Enhanced Gateway Services (512Kbps)	This service allows for the interconnection of IP based videoconference sessions with ISDN based videoconferencing sessions connecting via the PSTN. This is accomplished through use of a specific number to call where parties can join. At 512Kbps		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Transcoding Services	This feature enables a participant to take part in a conference even though they communicate via unlike compression methods or dissimilar codec speeds. Converts the Customer's codec algorithm or speed to match with the other participants in the videoconference.		
Bidder's Description:			
Conference Scheduling Services	Network wide scheduling of video/audio conferencing sessions shall be available through any combination of web-based, e-mail or phone initiated methods.		
Bidder's Description:			

Contractor may offer managed IP based video conferencing services detailed in Table 6.3.6.1.b.

Table 6.3.6.1.b Managed IP based Video Conferencing Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Enhanced Session PowerPoint Pushes	PowerPoint Pushes		
Bidder's Description:			
Enhanced session Content manipulation	Content manipulation		
Bidder's Description:			
Enhanced Session Q & A Moderation	Q & A Moderation		
Bidder's Description:			
Connection speed of 1.5Mbps	Video Conference 1.5Mbps connection speed		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
		N/A	
Bidder's Description:			

Quality of Service Objectives:

- Availability shall be 99.2 percent and shall be met through adherence to the following measurements
- Packet loss shall be less than .5 percent (five tenths of one percent)
- Latency shall be less than 150 milliseconds in all cases
- Jitter shall be less than 15 milliseconds in all cases

6.3.6.2 Unified Messaging (D)

The State seeks a fully integrated; open-Standards based set of messaging applications. Applications of interest include, at a minimum: Unified Messaging, multiple mailboxes, web-enabled subscriber personalization, fax messaging, Automated Speech Recognition (ASR) and Text-to-Speech (TTS). Bidders shall provide information on their method of supporting Unified Messaging. Analysis will be based on features supported, interoperability, scalability and diversity of the proposed design.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

Contractor may offer the Unified Messaging services and features detailed in Table 6.3.6.2.

Table 6.3.6.2 Unified Messaging (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Services and features offered by the Bidder:			
		N/A	
Bidder's Description:			
		N/A	
Bidder's Description:			
		N/A	
Bidder's Description:			
		N/A	
Bidder's Description:			
		N/A	
Bidder's Description:			
		N/A	

6.3.7 GENERAL TRAINING REQUIREMENTS (M)

Effective orientation, training and education delivered across a broad range of Customers/End-Users and DTS/ONS staff are key to the success of the CALNET II Contract. This training is integral to Customer satisfaction and the efficient use of contracted services, and also to the State's conduct of Contract oversight and management. Training shall be provided for:

1. **Orientation and Training (of Customers/End-Users and the DTS/ONS)**—to the new Contract; and training for the new services provided during Migration (Sections 6.3.7.1 and 6.3.18).
2. **Contract Services Training**—for new or replacement services as ordered and provisioned throughout the Contract Term (Section 6.3.7.2).
3. **Contract Management Training of DTS/ONS staff**—on the Contract management tools, systems, reports, invoices, and other pertinent Contract Requirements required by the Contractor (Section 6.3.7.3).

General Considerations for all Training:

- All costs for training designated as mandatory in the RFP shall be factored into the Contract services rates

- All training shall be conducted within 25 miles or less of Customer or DTS/ONS locations or as mutually agreed upon
- Training is to encompass products, services, business applications (including ordering, provisioning, and invoicing systems), and technical aspects as applicable
- All training to be conducted at the appropriate level predicated on Customer knowledge, Requirements, and complexity of services provided. This includes apprentice (fundamental), skilled (working understanding) and expert (highly skilled) levels. The appropriate skill levels needed shall be determined by mutual agreement between the DTS/ONS and the Contractor, and/or the Customer and the Contractor
- The use of “web based” instructor-led or self-paced distance learning, or other arranged training mediums in lieu of classroom or live site training, may be provided by mutual agreement with the DTS/ONS and/or the Customer
- For complex services, where specialized expertise and knowledge is required to conduct Contract oversight responsibilities by DTS/ONS staff, training shall consist of small instructor-led hands-on workshops where processes are demonstrated and the trainees replicate the processes presented, along with providing the trainees an appropriate level of knowledge and understanding of the services and products presented. Training shall be conducted in Sacramento at locations mutually agreed upon.
- Orientation and Training core curriculum, materials, schedules and other pertinent data shall be identified and provided as part of the Migration Plan (see Sections 6.3.18.1)
- All other categories of training shall be described in the Training Plan submitted in response to the RFP Requirements (see Section 6.3.7.4)
- All requests for modifications to training shall be submitted to DTS/ONS and shall be jointly agreed between the Contractor and DTS/ONS

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.7.1 Orientation and Training (M)

Customer/End-Users

Contractor shall offer and provide initial orientation to all Customer/End-Users of the Contract. Contractor shall also offer training for new services provided during the Migration.

The content, method and amount of orientation shall be detailed in the Migration Plan. After award, the plan shall be reviewed, and the final Orientation and Training shall be as mutually agreed between the Contractor and the DTS/ONS.

The Customer may request reasonable modifications from DTS/ONS if needed to suit their business needs.

The Orientation and Training shall be held at the Customer's premises except for instances where on-site training is not conducive, or for which grouped (multiple Agency) sessions would be more efficient, and would not negatively impact the training experience as determined by DTS/ONS.

Customer/End-User Orientation and Training shall include, but is not limited to the following:

- Use of IP voice, video and data services and Contractor provided Equipment
- Administration and use of offered call management systems (i.e. IP based ACD, IVR, SCR, ACD MIS)
- Administration and use of messaging services
- Invoicing system(s) and processes
- Ordering and trouble reporting processes
- Identification, application, and Contract Requirements of Service Level Agreements

DTS/ONS

The Contractor shall offer and provide to the DTS/ONS, Orientation and Training for the Contract administrative responsibilities (i.e., management tools, reporting and invoicing processes and methods) and training for new services order/provisioned during Migration, as requested.

The content, method and amount of general orientation training for DTS/ONS shall be detailed in the initial Migration Plan. After award, the plan shall be reviewed and the final Orientation and Training shall be as mutually agreed between the Contractor and DTS/ONS.

The Orientation and Training shall be held at the DTS/ONS premises except training that is not conducive to on-site training, as determined by DTS/ONS.

DTS/ONS Orientation and Training shall include, at a minimum:

- Proposed products and services and general operational Requirements
- Use of IP voice, video and data services and Contractor provided Equipment
- Design, integration, and use of offered call management systems. [i.e., IP based ACD, IVR, SCR, ACD MIS, etc.)
- Design, operation, and use of messaging services
- Overview of Contract Requirements and Appendix B, Model Contract Language
- Contractor business practices and procedures, and Customer service expectations
- Migration and implementation planning
- Contract management tools, reports, administrative systems and processes
- Invoice systems and processes
- Ordering and trouble reporting processes
- Network administration, trouble-reporting systems, or network viewing applications or systems
- Identification, application, and Contract Requirements of Service Level Agreements

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.7.2 Contract Services Training (M)

Contractor shall offer and provide training to Customers and End-Users for new or replacement services ordered/provisioned during the Contract.

Training shall be provided as part of the standard service order provisioning process. Customers may request reasonable modifications from DTS/ONS to the training plan based upon their business needs. Refresher training shall be available for Contractor installed services.

The content, method and amount of training for new or replacement services shall be part of the ongoing Training Plan as outlined in Section 6.3.7.4. Additional types of training may be proposed besides those outlined below.

The training shall be held at the Customer's premises except for instances where training on-site is not conducive, or for which grouped (multiple Agency) training would be more efficient, and would not negatively impact the training experience as determined by DTS/ONS.

Contract Services Training shall include but is not limited to the following:

- Use of IP voice, video and data services and Contractor provided Equipment
- Administration and use of offered call management systems (i.e. IP based ACD, IVR, SCR, ACD MIS)
- Operation and use of messaging services
- Invoicing system(s) and processes
- Ordering and trouble reporting processes
- Identification, application, and Contract Requirements of Service Level Agreements
- Overview of Contract Requirements and Appendix B, Model Contract Language

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.7.3 Contract Management Training (M)

The Contractor shall provide Contract Management Training on the terms and conditions and Requirements of the Contract which will enable the DTS/ONS to acquire and maintain expertise with the Contract services, related business systems, and the management tools to monitor, document and administer the Contract on an ongoing basis. This includes delivered services, invoicing systems, service performance, assess and identify fiscal management issues, and perform other required Contract oversight functions.

The training shall be held at the DTS/ONS premises unless otherwise mutually agreed upon.

The training shall be provided to DTS/ONS staff assigned Contract oversight responsibilities and shall be made available at the apprentice, skilled, and expert level. The content, method, proposed skill level, and frequency of training shall be mutually agreed upon between the Contractor and the DTS/ONS, and included in the Training Plan as outlined in Section 6.3.7.4. Additional training may be proposed in addition to those outlined below.

Contract Management Training includes but may not be limited to the following:

- Proposed products and services and general operational Requirements
- Use of IP voice, video and data services and Contractor provided Equipment
- Design and operation of offered call management systems [i.e. IP based ACD, IVR, SCR, ACD MIS)
- Design and operation of messaging services
- Overview of Contract Requirements and Appendix B, Model Contract Language
- Contractor business practices and procedures, and Customer service expectations
- Migration and implementation planningContract management tools, reports, administrative systems and processes
- Invoice systems and processes
- Ordering and trouble reporting processes
- Various management reports and corresponding Software applications
- Network administration, trouble-reporting systems, or network viewing applications or systems
- Identification, application, and Contract Requirements of Service Level Agreements

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.7.4 Training Plan (M)

In response to the RFP the Contractor shall provide a Training Plan that includes all offered General Training Requirements except for the Orientation and Training which shall be included in the Migration Plan as referenced in Sections 6.3.7.1 and 6.3.18.1. The Training Plan shall include, but is not limited to the following:

- Description for each category of training; identify who will conduct the training, the training content, collateral materials, what methods would be used, the frequency, and the proposed locations.
- Include how the Contractor expects to maintain communication with the DTS/ONS to help ensure effective Contract education and training on an on-going basis
- Include any other pertinent information the Bidder wishes to offer

In addition to the foregoing, the Training Plan:

- Shall be finalized within 30 calendar days after Contract award. The submitted Training Plan shall be reviewed by DTS/ONS. Final training course curriculum and content, attendee reports, marketing of training classes, schedules, and other related activities shall be jointly coordinated with the Contractor.
- The final Training Plan shall be as mutually agreed between the Contractor and DTS/ONS. The DTS/ONS may request reasonable modifications if needed to meet the State's business needs

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.7.5 Training Oversight & Coordination (M)

The DTS/ONS may assign Training Coordinator(s) to work with the Contractor. Where applicable, the Coordinator(s) may work with the Contractor to provide input on the training content, attend and/or observe training to monitor participation and student evaluation to the training, address questions directed to DTS/ONS, and to reinforce the team effort between the Contractor and the State.

The Contractor shall provide the Training Coordinator(s) access to the Contractor's training processes and content, including collateral training and marketing materials to help ensure that the State and the Contractor's employees and sub-contractors are provided the same information regarding the content of the Contract and of the required training. This will also help reinforce the team effort between the Contractor and the State to our Customers. See also Section 6.3.10.5, Marketing Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.8 OTHER SERVICES (M-O)

6.3.8.1 Cable And Wire Services (M-O)

This Module includes provisions for simple inside wiring services specifically associated with ordering of IP related circuits, and hourly repair support as described below and are limited to Modul 3 service provisioning only.

6.3.8.1.1 Simple Wiring Services, Extended Termination Wiring Services (M-O)

The Contractor shall provide Extended Termination wiring to support the services covered by this Module for all Customer occupied buildings where services under this Module are being offered. Extended Termination wiring services include wire/cable related activities required to extend the Termination point to the Customer defined termination location or cross-connect point from the Contractor's to Customer handoff (CCH). Extended Termination wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Extended Termination wiring shall also include associated trouble shooting, testing and labeling. Extended Termination wiring is limited to the following:

- Installation of cabling for extending services from the CCH location to the Customer's point of utilization
- Installation of cross connects or rearrangement of existing jumpers
- Identification and testing of existing cabling beyond the CCH to the Customer's Equipment location.
- Installation intervals shall be in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs associated with that service.

The Contractor shall not be required to complete Extended Termination wiring from the CCH to the extended termination location if:

- The wire/cable pathway is blocked, and cannot be cleared without significant effort or damage to the Customer site.
- The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff.
- Upon written release provided by either the Customer or by DTS/ONS.

The Contractor shall provide a price in Section 7 (Costs) for all labor and materials required for Extended Termination wiring necessary to complete the

provisioning of one Service extension as described in Section 6.3.8.1.1. Contractor shall provide one price for each media identified.

Wiring will be installed according to industry Standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the wiring services for Extended Termination detailed in Cost Table 6.3.8.1.1.

Cost Table 6.3.8.1.1 Extended Termination Wiring Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Extended Termination - Copper	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above.		
Bidder's Description			
Bidder's Description			
Extended Termination - Optical Fiber Link	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment as described above, Strand count required to provision one/each service only.		
Bidder's Description			

6.3.8.1.2 Station Wiring Services (D)

The Contractor shall provide station wiring services to support the services covered by RFP Section 6.3.8.1.2 for all Customer-occupied buildings where services under this Contract are being offered. Station wiring includes wire/cable related activities required to install horizontal station cabling from the Customer's distribution location or Horizontal Crossconnect (HC) to the Customer defined station location. Station wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Station wiring shall also include associated trouble shooting, testing and labeling. Horizontal station wiring is limited to the following:

- Installation of cabling for extending services from the HC to the Customer's station location.
- Identification and testing of existing cabling.

The Contractor shall not be required to complete Station wiring if:

- The wire/cable pathway is blocked and cannot be cleared without significant effort or damage to the Customer site.
- The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff.

The Contractor shall provide a price in RFP Section 7 (Costs) for all labor and materials required for horizontal station wiring necessary to complete the provisioning as described in this Section. The Contractor shall provide one price for each media or task identified.

Wiring shall be installed according to industry Standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring, current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable ANSI/TIA/EIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

One exception to the above standards is the ANSI/TIA/EIA 568-B.2 requirement of installation of a minimum of multiple (2) cables per location. Customers shall have the option of installing one cable at each location if desired.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the wiring services for Station Cabling as detailed in Cost Table 6.3.8.1.2.

Cost Table 6.3.8.1.2 Station Wiring Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling – Horizontal Copper Cat 5e	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 5e CMP UTP.		
Bidder's Description			
Station Cabling – Horizontal Copper Cat 6	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 6 CMP UTP.		
Bidder's Description			
Station Cabling – Horizontal Optical Fiber- IEEE 802.3Z	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 2-Strand Multimode 62.5/125 or 50.125 um optical fiber cable for speeds not greater than 1 Gbps (IEEE802.3Z). CMP rated.		
Bidder's Description			
Station Cabling – Horizontal Copper - Identify, Test and Label	Wiring services to identify, test, and label existing horizontal station wiring per single station location.		
Bidder's Description			
Design Engineer	Labor only; BICSI RCDD Certified Design Engineer		
Bidder's Description			

6.3.8.1.3 Inside Wiring Services (D)

The Contractor shall provide inside wiring services to support the services covered by RFP Section 6.3.8.1.3 for all Customer occupied buildings where services under this Contract are being offered. Inside wiring includes labor and material for wire/cable related activities not specifically defined in Section 6.3.8.

In the cost table of Section 7, the Contractor shall provide a fixed hourly-rate schedule for identified labor classifications.

Bidders may identify any and all materials required for provisioning of this service in the unsolicited features section.

Wiring will be installed according to industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring, current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable ANSI/TIA/EIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the inside wiring services as detailed in Table 6.3.8.1.3.

Cost Table 6.3.8.1.3 Inside Wiring Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling– Installer-Inside Wiring	Labor only; Installer properly trained to install cabling related to station cabling as identified in this section.		
Bidder's Description			
Station Cabling– Technician-Inside wiring	Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of copper wiring related to station cabling as identified in this section.		
Bidder's Description			
Station Cabling– Technician-Optical Fiber-Inside Wiring	Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of optical fiber cabling related to station cabling as identified in this section.		
Bidder's Description			

6.3.8.2 Services Related Hourly Support (M-O)

The Contractor shall provide labor for the diagnosis of services listed in this Contract. Work performed under this Section 6.3.8.2 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that turns out to be caused by factors outside the responsibility of the Contractor (e.g., Network Interface Units/ circuit terminations, etc.)

In the cost table of Section 7, the Contractor shall provide a fixed hourly rate schedule for labor classifications common to the diagnosis of contracted services.

The rates identified shall only be used for the diagnosis of contracted services and no materials shall be identified.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor may offer the services related hourly support detailed in Table 6.3.8.2.

Table 6.3.8.2. Services Related Hourly Support (M-O)

Labor Classification Name	Classification Description	Meets or Exceeds? Y/N	Document/ Location
Field Technician	Field Technician properly trained to an expert level for the service being dispatched		
Bidder's Description:			

6.3.9 REQUIRED CUSTOMER PREMISE EQUIPMENT (CPE)

Contractor shall provide all Customer Premise Equipment (CPE) necessary to support the network services provided by this Module. Equipment cost shall be included in the pricing of the proposed service.

Bidder may specifically list additional CPE and must identify the service it supports in the Unsolicited features section. Inclusion of additional unsolicited CPE on the Contract will require the approval of DTS/ONS. Bidder is to list a set percent discount of the Manufacturer's current Suggested Retail Price (MSRP). Bidder is obligated to offer that same discount to equipment that may have future upgrades, reconfigurations, new models, etc.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.10 END-USER SUPPORT (M)

This section describes the support responsibilities of the Contractor and DTS/ONS for activities related to Customer acquisition of telecommunications services as defined in this Module. The Bidder's response must demonstrate its understanding of each Requirement and submit a business model that details the strategy, staff, and resources that will be used to meet Requirements. A statement of understanding or commitment to meet or exceed is not sufficient.

6.3.10.1 General Requirements (M)

This document specifically identifies services provided through the Contract that have been approved (contracted) with individual pricing and specific feature definition. Additional service items not itemized, priced, and defined must be submitted with pricing and service definition to DTS/ONS and approved by DTS/ONS and the Department of General Services before the service can be ordered/provisioned through this Contract.

The DTS/ONS will oversee the use of the Contract by Customers, and will delegate authority to Agencies to submit requests for certain services directly to the Contractor. The DTS/ONS may also designate some services, such as ACD, as non-delegated and require DTS/ONS review and approval prior to Agency acquisition. The DTS/ONS will use Contractor provided management reports and periodic random Agency audits to monitor and administer Contract compliance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.3.10.1.1 General DTS/ONS Responsibilities

The DTS/ONS has broad authority and oversight for State telecommunications, particularly the Contract that will result from the award of this RFP. The DTS/ONS considers the best interests of the State as a whole when making decisions and determining its strategies. This includes focus on those policies and activities that emphasize the State's core competencies, "economy of scale" impacts, and other related concerns as outlined in the CALNET II Vision in Section 4. These activities include, at a minimum:

- Continuous review and where possible, renegotiation of Contract pricing based on periodic monitoring of industry pricing strategies and related factors
- Contract management oversight to monitor effectiveness, and to audit Contractor adherence to Contract Requirements
- Assess operational Requirements of State Agencies to help eliminate unnecessary telecommunications related redundancies and duplication of effort between State Agencies
- Provide administrative management for Contract(s), policies, directives, Standards, and augmentation of new services
- Make decisions on Agency requests for approval for exemptions to existing Contracts, and on delegation requests
- Respond to service issues beyond the scope of the Contract
- Perform periodic audits of State and local governmental Agency bills to ensure accuracy based on the terms and conditions of the Contract and to ensure cost effectiveness of service selection for Agency application

6.3.10.1.2 Contractor's General Responsibilities (M)

As associated with the services to be provided, Contractor will, at a minimum and at no cost to the State:

- Provide staff to perform as the principal business and technical resource for information on pricing, features, and feature interactions/restrictions. This staff shall be available on demand by telephone and to participate in meetings to answer questions about contracted services. Contractor will ensure that Contractor's staff, including subcontractors and Affiliates, are

- trained on Contract services and are knowledgeable on Contract terms and conditions
- Provide Documentation/reports in a timely manner as requested on pricing, features, feature interactions/restrictions and other information related to management of the Contract
- Use the State database of Agency designated Agency Telecommunications Representatives (ATRs) to determine their fiscal authority to order service
- Provide sufficient staff and resources throughout the Term of the Contract consistent with the terms and conditions thereof
- Where specific Requirements in Sections 6.3.10.2, 6.3.10.3 and 6.3.10.4 calls for mutual agreement between the Customer and Contractor and agreement is not reached, the Contractor shall contact DTS/STND for final decision

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.10.2 Planning (M)

Contractor shall, at a minimum and at no cost to the State:

- Perform overall planning coordination activities related to service implementation
- Provide End-User service assessments to optimize the structure and implementation planning detail for selected Contract services as mutually agreed upon if necessary for Service(s) ordered
- Provide, and update as necessary, a project plan detailing all resources (cost, staff, etc.), scope (tasks), and scheduling (with constraints) necessary to implement service as mutually agreed upon if necessary for Service(s) ordered

- Provide information to the Agency regarding proprietary Equipment that must be purchased separately

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.10.3 Design (M)

Contractor shall, at a minimum and at no cost to the State:

- Collect information and conduct End-User service assessments and complete associated service request documents
- Provide design recommendations and critical feature interactions with Documentation to the Agency for review as mutually agreed upon if necessary for Service(s) ordered
- Analyze Agency service requests and determine facility Requirements
- Determine network interconnection Requirements of service requests
- Determine the required functions to perform transmission, distribution, and switching applications
- Determine required network management applications and interface Requirements

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.10.4 Provisioning and Implementation Requirements (M)

Customers will place service orders through electronic means, or by direct provisioning of services procured through this Contract. Customer posted electronic service orders shall be processed on a less than one-day cycle.

Contractor shall, at a minimum at no cost to the State:

- Provide the State with a means to order services as described in Section 6.3.10.4
- Perform all activities associated with the receipt, logging, task identification, scheduling, and completion notification of Agency service requests
- Develop and enter data, and maintain an inventory of Agency services to support the tools and reports described in Section 6.3.16.5
- Provide an electronic means of receiving valid service orders from agents of authorized Customers
- Provide a means to validate that the Customer is authorized to initiate a service request based on the current ATR master file
- Provide a positive acknowledgment of receipt of a valid Customer service request
- Provide status information to Customers on the progress of service requests initiated by the Customer
- Provide DTS/ONS with service implementation management reports that include, at a minimum, a listing of requests and the implementation interval for each request as described in Section 6.3.14.3.4
- Define the necessary interface Requirements for existing End-User CPE to connect to the Contractor-provided services
- Coordinate the service installation with the Customer contact as identified by the Agency ATR. This includes scheduling, hosting, coordinating, and documenting minutes of coordination meetings as appropriate
- Develop comprehensive Implementation Plans and schedules that minimize disruption of the current Customer's telecommunications system
- Prepare service acceptance plans that specify Requirements for functional testing, load testing, and cutover testing of Contractor provided services as mutually agreed upon if necessary for Service(s) ordered

- Prepare floor plans showing jack locations and jack numbers and identify the “Unique Service Identifier” next to the appropriate jack location on the floor plans as mutually agreed upon if necessary for Service(s) ordered
- Provide DTS/ONS staff web access for service activity monitoring

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.10.5 Marketing Requirements (M)

The DTS/ONS will approve all Contractors’ CALNET II marketing materials and, at DTS/ONS’s discretion, will be present on marketing calls to Agencies. Contractor shall employ industry accepted marketing practices to inform Agencies of the availability and benefits of contracted services. Contractor will submit marketing plans for approval within 90 calendar days of Contract award and annually thereafter, except as described below. There will be no cost associated with the collaborative marketing plans, and the marketing plans will include, at a minimum, the following provisions:

- Contract-marketing activities are limited to the approved contracted services
- As part of its contractual obligation to assist Agencies in business planning, the Contractor may discuss technology applications or solutions with Customers. The Contractor shall not present services that are not available on the Contract in a manner that implies to the Customer the service will be made contractually available. If Contractor is unsure on the status of proposed services it has submitted to the State for consideration, or if a service will qualify for inclusion on the Contract, the Contractor shall contact DTS/ONS for clarification

- Marketing brochures and materials for contracted services must be approved by the DTS/ONS prior to distribution
- Joint State/Contractor planning and training and State verification that validates that marketing representatives have been trained on Contract services, and knowledgeable on Contract terms and conditions
- Detailed monthly Customer profiles which include Agency identification, Customer (End-User) service locations, service types (by service identifier number), billing telephone number, quantity per service type, and unique service identifiers for each service provided at each customer location. Reports will be submitted in accordance with Section 6.3.15.2
- Detailed monthly reports on Contract usage for State and local government. Reports will be submitted in accordance with Sections 6.3.15 and 6.3.16
- Establishing a joint forum, within 90 calendar days of Contract award and annually thereafter, for Contractor and DTS/ONS market planning to enhance Contract utilization. DTS/ONS or Contractor may convene a marketing forum to address marketing planning
- Marketing plan must ensure compliance with terms and condition of the Contract

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.3.11 INVOICING SERVICES (M)

Contractor shall provide invoices and supporting reports for all of the products, services, and features provided for CALNET II. Invoices will be provided in multiple media and in accordance with the formats described in this Section 6.3.11.

Contractor will be responsible for the accuracy, timeliness, and content of the invoices from Contractor's subcontractors and business partners.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.11.1 Invoicing System for Voice & Data Services (M)

Contractor shall provide a billing system that produces invoices that are accurate and easy to verify by Customers in a timely manner. The Contractor shall be responsible for the coordination with business partner's and subcontractor's invoice systems. The Contractor will establish processes and procedures to avoid order entry errors on adds, changes, or deletes and any other pertinent data. Invoices shall include accurate service types, quantities, dates of service, Contract rates, and any other pertinent data. The invoices shall also include descriptive itemized charges, specific descriptions of charges, and cross-reference data. The Contractor shall render individual bills directly to any Agency that is authorized to use the Contract by DTS/ONS no later than 15 Business Days after the end of the billing cycle.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.11.1.1 Invoicing System Requirements (M)

The Contractor's billing system shall include, at a minimum, the following:

- Availability of invoices via paper and electronic form (on CD-ROM and web based posting) at no cost to the Customer
- Availability of both consolidated and individual invoices, broken down by divisions, offices, accounting centers, or nodes within the department
- Upon receipt of a service disconnect request the closing bill details shall be generated on the next billing cycle
- Ability to charge for a previous month(s) service and provide the accurate dates of service
- Invoice summary reports
- Ability to add new services and invoice accurately
- The Contractor shall provide Customers with the option to receive and pay monthly billing for contracted services via electronic transmission following the American National Standards Institute (ANSI) standard format for telecommunications invoicing
- Once a service is implemented and accepted, charges shall be applied no later than the next billing cycle
- Provide a toll free number for contracted services billing related questions and/or adjustments. Contractor staff must be knowledgeable with the contracted Service Rates and applicable terms and conditions of the Contract to effectively respond to Customer billing inquiries

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.11.1.2 Flexible Billing Cycles (D)

The Contractor's billing system may include flexible billing cycles as a desirable feature at no additional cost.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.11.1.3 Addition of New Fields (D)

Contractor may add new fields to any section of the invoice upon request from DTS/ONS.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.11.1.4 Automated Refunds (D)

Contractor may provide an automated refund when a service discontinuation occurs and there is a remaining credit balance. Customers shall not be responsible for refund initiation and the refund is to be reflected on the same account number of invoice. Refunds shall be issued to Customer within 60 calendar days on the date of account closure.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.3.11.1.5 Customer Management Software (D)

Contractor may provide a Software program for Customer billing data analysis and management reporting.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.3.11.1.6 DTS/ONS Report Management (D)

DTS/ONS to have the capability to run management reports from the invoicing system (primarily inventory, rebates, and monitoring accuracy of the invoicing).

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.11.1.7 Invoice Content Requirements (M)

The Contractor's invoices shall include the following:

- Itemized charges for the service provided in one section of the invoice
- Specific and detailed descriptions that identify the debits and credits applied to an invoice
- Legends of all invoicing codes and line items
- Itemized list of monthly recurring service charges and non-recurring charges
- Ability to accommodate SLA rebates with a clear description (amount of rebate, type of rebate, ticket #, unique identifier, and dates)
- "Current Charges" identified on the first page of the invoice will reflect the Contractor's expectation for payment. All debits and credits posted to the current invoice shall equal the "Current Charges"

- Invoice remittance page must include previous charges (amount of last bill, payments, credits & adjustments, and unpaid balance), current charges and Total Amount Due
- Reference the State's Service Request (STD.20) number or the local government's purchase order number (PON) for related order activity
- Contractor will add to invoices all applicable federal, state and local tax and surcharges as allowed by this Contract
- Provide cross-reference detail (when applicable)
- Contract Number

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.11.1.8 General Invoice System Requirements (M)

Contractor shall generate invoices that are accurate and verifiable to DTS/ONS's satisfaction based on contracted rates, including administrative fees, services taxes, fees, surcharges, and surcredits produce the required DTS/ONS management reports. Contractor may be required to demonstrate this ability during the Demonstration phase of this RFP and in accordance with Section 10. In addition:

- The amount of the late payment charge shall be as set forth in the Government Code Sections 927.6 and 927.7. Any late payment charge shall be identified in the next month's invoice and shall be included in the next applicable payment by the State or any authorized End-User
- Late Payment Fees shall not be assessed less than the timeframes set forth by law in the California Prompt Payment Act, Government Code. Sections 927 et seq. DTS/STND will work with the Awarded Bidder and State Controllers Office to develop a process to validate late payment fees. The Awarded Bidder will be responsible for providing proof that a late payment fee is valid

- Should the State or any authorized End-User dispute, in good faith, any portion of the amount due, the State or any authorized End-User shall notify the Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the due date, the State or any authorized End-User may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount. The parties agree to use their best efforts to resolve disputes in a timely manner
- The State shall not be subject to monthly minimum usage charges for any contracted service, unless specifically approved by DTS/ONS
- Charges for a fraction of a calendar month shall be computed at the rate of 1/30 of the applicable total monthly charge, for each day the service was provided
- Agencies will have the option to choose their invoice media type free of charge. If more than one media type is chosen a charge may be applied for the additional copies of the invoices. If the Customer chooses the CD or web based posting to be their media type, the Contractor must issue a paper remittance slip free of charge so Agencies may submit it to the State Controller's Office along with their payment. The Contractor's subcontractors are required to provide web and CD based options
- The State shall only be subject to services taxes, fees, surcharges, and surcredits approved in accordance with Appendix B, Model Contract language, Section 60. Approved taxes and surcharges will be individually listed and displayed on invoices from the Contractor and subcontractors
- Non-contracted services on the Customer invoice will be identified by unique identifiers or other methodology agreed to by DTS/ONS
- Services/features offered under this Contract shall include unique identifiers. In instances where permanent unique identifiers have not been assigned, the Contractor agrees to assign temporary unique identifiers to facilitate identification of billed Services on Customer invoices

- Contractor shall inform DTS/ONS and Customers in writing when temporary unique identifiers are assigned
- DTS/ONS requires all usage based services be billed in six second increments

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.3.11.2 Fraud Detection and Monitoring Services (M)

The Contractor shall provide a Fraud Detection and Monitoring Services available for near real time information for analysis on a 24x7 basis that is consistent with industry common “best” practices for fraud detection for services identified in this section. The Contractor shall provide its definition of fraudulent activities associated with these services. The Contractor will provide detailed Documentation on criteria used to identify fraudulent activity and Customer notification. The Contractor’s Fraud Detection and Monitoring Services shall include provisions for working with DTS/ONS and Customers to define parameters for fraud detection, Customer awareness and education, and a Customer fraud manual that identifies algorithms that alert and identify suspicious calling.

The Contractor shall provide fraud detection, prompt Customer notification, and corrective action programs to reduce the State’s vulnerability to fraudulent activities. The Contractor shall offer a program to assist Agencies with identifying suspect patterns that may constitute abuse or improper use of State telecommunications services. For the purpose of this Contract, Fraud is considered the theft of services or deliberate misuse of voice and data networks by perpetrator’s whose intention is to completely avoid or reduce charges that would have been legitimately applied to them. CALNET II Customers shall not be responsible for costs associated with fraudulent usage.

Examples of fraud:

- Security breaches
- Toll Fraud
- Spoofing
- Excessive Short Inbound Call Duration Calls
- Unauthorized Inbound and Outbound Calls

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.11.3 Back Billing (M)

The Contractor shall be limited to 12 months of back billing on all services ordered under the Contract, including conversion projects. Invoices presented more than 12 months after the acceptance of the service order or conversion project will not be considered valid and will not be processed for payment.

The Customer shall be entitled to billing credits for up to three (3) years from the time of invoice billing date. Contractor shall issue credits within 60 days of customer notification.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.11.4 Invoice Audits (M)**6.3.11.4.1 Audits (M)**

DTS/ONS and the Department of General Services shall have the right to inspect copies of any entity's (State Agency or local government) bill records for the purpose of auditing Contract rate compliance. Contractor shall provide billing records within 30 calendar days of receipt of request from DTS/ONS or the Department of General Services.

By State Administrative Manual policy, State Agencies are required to retain records until an audit is performed or for four years whichever comes first. Contractor agrees to maintain records for possible audit for a minimum of four (4) years after final payment, unless a longer period of records retention is stipulated or required by law. Contractor shall provide duplicate copies of bills and supporting detail up to four years in arrears at no fee to the State or Agency.

Under certain and special conditions, Contractor shall provide State auditing and/or investigative Agencies (e.g.; Department of General Services, Bureau of State Audits, Department of Justice, court orders, etc.) with copies of billing records without a billed State Agency's authorization for audit purposes at no fee to the State or Agency.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.11.4.2 Contractor Invoice Audit Responsibility (M)

The Contractor shall respond to DTS/ONS requests for billing verification at the Contractor's expense within 30 calendar days of receipt of request. The verification process will include providing issue/action logs and statistics to DTS/ONS as well as each Agency associated with the invoice(s) in question. Formal audits may be requested in accordance with the terms and conditions set forth in the Contract.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.3.11.5 Administrative Fee Collection (M)

The Contractor shall, on behalf of DTS/ONS, bill and collect a Contract administrative fee as determined by DTS/ONS for any and all contracted services ordered under this Contract. This fee shall be included within the amount charged to those Agencies obtaining service from the new CALNET II Contract. DTS/ONS may consider applying percentages and/or flat rates, or a combination thereof, to services as alternative methods. The final determination shall be made by DTS/ONS.

The Contractor shall remit payment to DTS based on the administrative fees billed to Agencies, no later than 60 calendar days after the end of each calendar month that a bill is rendered. For example, administrative fees billed for services on a January invoice shall be paid to DTS/ONS by March 30th. The payment shall be remitted on a monthly basis at no additional cost to DTS/ONS. The Contractor shall also provide detailed reports on administrative fees billed as defined in Fiscal Management, Section 6.3.15.2.2 (DTS/ONS Detail of Services Billed Report) and Section 6.3.15.2.3 (DTS/ONS Detail of Services Billed By Agency Report) and shall provide the reports at the same time the electronic fund transfer notification is received. Both the reports and the administrative fee electronic fund transfer notification must be received to satisfy the administrative fee

collection process Requirement. The administrative fee reimbursement amount shall appear on the fiscal management reports.

Where the Contractor must make adjustments to administrative fee monies, the Contractor shall submit reports equivalent to the reports in Fiscal Management, Sections 6.3.15.2.2 and 6.3.15.2.3 to substantiate such adjustment. The amount may be adjusted on a subsequent reimbursement payment.

The Contractor is required to remit administrative fee revenues to DTS/ONS for as long as the Contractor provides services that are ordered under the Contract. This includes the Contract Term and Transition period to new Contract services.

Service Level Agreements (SLA) will apply if administrative fee payment and reports in Section 6.3.15.2.2 and Section 6.3.15.2.3 are not received within 60 calendar days from the end of each calendar month that a bill is rendered.

The administrative fee rate may be adjusted annually or as otherwise deemed necessary by DTS/ONS.

DTS/ONS, in the absence of sufficient administrative fees, shall implement an administrative fee increase equal to the Consumer Price Index (CPI) over the relevant Contract Term should an increase be required to fund DTS/ONS activities or DTS/ONS funded State offices and activities. For this Contract the following index will be utilized: the CPI-U Index, not seasonally adjusted, U.S. city average area, all items series adjusted annually.

Bidders shall provide written draft procedures and processes for billing, collecting, remitting, and reporting of administrative fee revenues and shall be submitted with the final RFP Proposal. In addition, the Contractor shall be responsible for the administrative fee functions stated below:

- Work with DTS/ONS to establish administrative fee rates within 30 calendar days after award of the Contract
- Demonstrate application of administrative fee rates in the billing system

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.11.6 California State Accounting and Reporting System (CALSTARS) (D)

The State of California, Department of Finance is mandated by Government Code Section 13300 to develop, install, and supervise a modern and complete accounting system for each Agency of the State which is permitted or charged by law with the handling of public money. Assembly Bill 3322 (Chapter 1284, Statutes of 1978) reaffirmed this mandate by requiring that a coding system be developed in order to obtain accurate and comparable records, reports and statements of all the financial affairs of the State. This system is the California State Accounting and Reporting System, referred to as CALSTARS. CALSTARS was designed and developed to provide individual state Agencies with a comprehensive automated departmental accounting and reporting system.

Following are the electronic file Requirements for telecommunications Contractor required by CALSTARS to create vendor payment transactions through a mostly automated process.

The State seeks an electronically transmitted invoice file to State of California, Department of Finance – CALSTARS as described below.

General File:

- The file will include invoices for all State of California organizations covered by the Contract except organizations excluded by mutual agreement between the Contractor and CALSTARS
- It's desirable to have one file for all invoices prepared on a Business Day
- The file will be a text file
- The file will include a header that specifies the record count and a trailer indicating end-of-file (verifies complete transmission)
- The file naming convention will be specified by CALSTARS. This will include the use of differing file names on consecutive Business Days to assure that CALSTARS has sufficient time to process the file's records before that file name is used again

Record:

Each record will contain the following data fields, or equivalent:

- Customer Account Number
- Invoice Number
- Invoice Date
- Service Period (may be split into from-date and to-date)

- Roll-Up Number (Billing Telephone Number (BTN))
- Unique Identifier (e.g. Actual Telephone Number Work Telephone Number (WTN)), device, or circuit charged)
- Charge Type (Other than taxes, charge types will be summarized to the level displayed on the paper invoice's cover page summary. Taxes will be shown by specific tax.)
- Charge Description (Will match the descriptions displayed on the paper invoice's cover page summary)
- Charge Amount

Transmission:

The file will be sent via File Transfer Protocol (FTP) to a State of California data center directory specified by CALSTARS.

The User ID(s) and initial password(s) for the Contractor to access to the data center directory will be provided by CALSTARS.

The Contractor will only use the User ID(s) to transmit invoice data files to CALSTARS.

The password(s) will be modifiable by the Contractor.

Contractor will notify CALSTARS via e-mail when a file is sent. An alternative notification method may be employed if mutually agreed by the Contractor and CALSTARS.

Other:

The Contractor will continue to send paper invoices directly to the State of California organizations being charged, as well as, providing the electronic data file to CALSTARS.

CALSTARS will not be charged for this file.

The amount of each invoice on the data file and the corresponding paper invoice amount must be equal.

The dollar amount for individual telephone numbers (Work Telephone Number (WTN)), devices, or circuits on the data file and the corresponding paper invoice amount must be equal.

The amount for each charge type on the data file and the corresponding paper invoice amount must be equal.

The Contractor will provide a contact name, telephone number, and e-mail address for file problem resolution.

The Contractor will notify the State of California, Department of Finance - CALSTARS via e-mail, of new or changed codes (e.g. charge codes) or descriptions of codes. This notification will be sent at least 60 calendar days prior to implementation.

Department of Finance will not resolve or coordinate any billing problems between the Contractor and the State of California organizations being invoiced.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.12 CONTRACTED SERVICE PROJECT WORK (M)

Contracted Service Project Work is defined as either Coordinated or Managed. In the event the Contractor or Agency is unable to determine if the Service Request qualifies as a Coordinated or Managed Project, Contractor will contact DTS/ONS for assessment and ultimate determination.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.12.1 Coordinated Project Work (M)

Coordinated Projects are initiated in situations where ordering and provisioning of service exceed the Requirements for routine service requests, and require coordinated installation intervals that differ from those contained in Section 6.3.14.2.14 Provisioning. Representation of Coordinated Projects include service orders:

1. That are for single or multiple Customer site locations that include any of the following conditions:
 - a. CPE installation
 - b. Translation or Software programming is required to facilitate services
 - c. Where services require a level of complexity for planning and implementation
 - d. ACD installation

Upon determination that the Coordinated Project is needed, the following activities shall be initiated:

1. Upon receipt of the Service Request, the Contractor shall respond to the Agency by the end of the next Business Day to discuss/obtain additional preliminary information regarding the project and to set up an appointment within 5 Business Days to discuss the project detail with the Agency.
2. Contractor shall provide a project "Scope of Work" no more than 10 Business Days following receipt of Agency's Service Request and will include at a minimum the following:
 - a. Definition of the project task, start and completion dates, and associated costs
 - b. Where appropriate for the ordered service, a project task list that includes contractual service elements (e.g. planning, applicable design, engineering, testing, termination, installation and Customer service End-User training)

Coordinated Project Reporting Requirements:

1. Contractor shall develop, maintain, update and distribute all documents associated with the Agency's project
2. Contractor shall provide the requesting Agency with updated weekly status reports or otherwise agreed upon intervals
3. Contractor shall post and update data on all active Coordinated Projects for DTS/ONS review weekly, on its private web site as described in Section 6.3.16.2. Web site content will be consistent with the report elements listed in Sections 6.3.15 and 6.3.16. Upon completion of a Coordinated Project, Contractor will remove project from the private web site and incorporate the project information into the Coordinated Project Work Report as described in Section 6.3.17.1.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.12.2 Managed Project Work (M)

Managed Projects are initiated in situations where ordering and provisioning of service is considered by DTS/ONS to be on a larger and more complex scale and exceed the parameters of a Coordinated Project. All Managed Projects where ICB Price Options are offered (see Appendix B, Contract Model Language, Section 71) require DTS/ONS prior approval. Upon determination that a Managed Project exists, the following activities shall be initiated:

1. Due to the size and complexity of a Managed Projects, Contractor shall assign a dedicated Project Manager with

knowledge and experience in managing telecommunications projects of similar complexity. The dedicated Project Manager will be provided at no cost.

2. Upon receipt of the Service Request, Contractor shall respond to the Agency by the end of the next Business Day to discuss/obtain additional preliminary information regarding the project and to set up an appointment within 5 Business Days to conduct a discussion with all parties (e.g., Contractor, Agency, and DTS/ONS). The purpose of the meeting will be to understand the project scope and identify information necessary to establish due dates and project schedule. Contractor shall also notify and provide DTS/ONS with a copy of the Agency's service request for review within 5 Business Days.
3. All Managed Projects shall use industry accepted project management methodology throughout the project.
4. Contractor shall provide a project "Scope of Work" no more than 10 Business Days following receipt of the Agency's Service Request and will include, at a minimum, the following:
 - a. Definition of the project task, start and completion dates, and associated costs
 - b. Where appropriate for the ordered service, a project task list that includes contractual service elements (planning, applicable design, engineering, testing, termination, installation and Customer service End-User training)

Managed Project Reporting Requirements:

1. Contractor shall develop, maintain, update, and distribute all documents associated with the Agency's project
2. Contractor shall provide Agency with updated weekly status reports or otherwise agreed upon intervals. The following information will be provided in MS Project or other agreed format:
 - a. Project start date (Customer acceptance of Implementation Plan/schedule)
 - b. Status
 - Identification of major milestones
 - Identification of project risk (jeopardy)
3. Negotiated project completion date.

4. Actual project completion date
5. Contractor shall post and update data on all active Managed Projects weekly on its private Internet site as described in Section 6.3.16.2 for DTS/ONS review. Web site content will be consistent with the reports elements listed in Section 6.3.15 and 6.3.16. Upon completion of the Managed Project, Contractor will remove the project from the private web site and incorporate it into the Managed Project Work Report as described in 6.3.17.2.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.13 CUSTOMER ADVOCACY (M)

DTS/ONS maintains a Customer advocate function involving provisioning and ongoing network service delivery. DTS/ONS requires access to several Contractor provided tools through web based applications to process and monitor Customer network trouble tickets and the Contractor's corrective action. DTS/ONS's role as a Customer advocate can be invoked by the escalation process, Customer request, Contractor request, or as a result of service and process monitoring. In support of this area, Contractor shall provide communication and coordination beyond the normal trouble reporting and initial order submittal processes.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.13.1 Customer Service Center (M)

The Contractor shall provide a Customer Service Center with a toll free number as a single point of contact to facilitate timely responses to trouble tickets and service ordering.

The Contractor shall provide a Customer Trouble Ticket Reporting and Tracking System that is accessible by DTS/ONS and DTS/ONS authorized Customers 24 hours a day, 7 days a week via a web enabled application.

For Contract related service issues, the Contractor shall provide a trouble reporting and escalation process outline to DTS/ONS. The escalation outline for Customers shall include:

- An End-User process for escalating issues within the Contractor's organization
- Contractor contact information of the responsible individual, including title/responsibility, office number, cell number, pager number (when applicable) that will be available 24 hours per day, 7 days a week, 365 days a year

The Customer Service Center shall be staffed 24 hours a day, 7 days a week. The Contractor shall provide adequate coverage (answer calls within three rings) by a live operator. Voice mail or electronic response mechanisms are unacceptable. The Customer Service Center shall provide the following:

- Trouble-reporting for any services and/or escalation of any previously reported problems
- Status on resolving the causes of network outages
- Service order inquiry status (Monday- Friday 8 A.M. to 5 P.M. Pacific Time Zone)
- Both the initial Customer contact date and time of the trouble report to the Contractor's Customer Service Center and the Contractor's response to the Customer (date and time) shall be documented in the Contractor's trouble ticket system
- The Customer Service Center will respond to the Customer for all trouble reports within 15 minutes of notification from the Customer

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.13.2 Escalation Process (M)

DTS/ONS will assist Customers in escalating issues or concerns that are not resolved through Customer contact with the Contractor. To facilitate this function, Contractor's support shall include a detailed Escalation Plan, dedicated technical resources, and strong communications processes.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.13.2.1 Escalation Plan (M)

The Contractor shall provide an outline of an escalation plan (DTS/ONS Escalation process) for evaluation purposes and for use by the DTS/ONS to escalate global Contractor's network(s) or specific Customer issues. The outline shall include:

- DTS/ONS process for escalating State or Customer issues throughout the Contractor's organization
- Contractor management name, title/responsibility, office number, cell number, pager number (when applicable) that will be available 24 hours per day, 7 days a week, 365 days a year

Within 30 calendar days following the Contract Award, Contractor shall submit a detailed Escalation Plan for approval by DTS/ONS. DTS/ONS reserves the right to require changes to the Escalation Plan prior to approval.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

*location*_____ *page*_____ *paragraph*_____

Description:

6.3.13.2.2 Technical Resources (M)

Contractor shall provide technical resources that are dedicated to the CALNET II contracted services and familiar with the Contractor's network(s). The technical resource(s) shall be dedicated and available to provide support to DTS/ONS. The resource(s) shall have thorough knowledge of Contractor's network design, network trends, root causes of network failures, network monitoring tools, industry trends, and capacity planning.

*Bidder understands the Requirement and shall meet or exceed it? Yes*_____ *No*_____

Reference: document_____

*location*_____ *page*_____ *paragraph*_____

Description:

6.3.13.2.3 Network Outage Response (M)

In the event of a Major or Catastrophic Network Outage, the Contractor shall keep DTS/ONS and DTS/ONS designated Key Stakeholders informed. The Contractor shall:

- Provide a method of notification to DTS/ONS and Key Stakeholders 24X7 via voice mail or text pager

- Broadcast initial outage within 30 minutes of known failure and provide follow-up status at least every 60 minutes or more frequently when pertinent information becomes available, until resolution and final broadcast
- Work with DTS/ONS to establish criteria and conditions for when notification should be broadcast
- Provide the following information with each broadcast:
 - Outage description
 - Location (street/city/central office)
 - Time and date
 - Root cause (when available)
 - Type of service
 - Estimated time of arrival
 - Estimated time of restoral
 - Impact to the State (quantity and Customers impacted)
 - Any known public safety issues or community isolations
 - Restoral measures, time and date of restoral
- Provide an Executive Summary report upon request by DTS/ONS. Information for this report shall include
 - High-level event summary
 - Impact to the State Customers
 - Timeline of events
 - Discussion/outage issues
 - Mitigation plan/path forward

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14 SERVICE LEVEL AGREEMENTS (SLA) (M)

6.3.14.1 Service Level Agreement Overview (M)

The intent of this section is to provide the Contract Customers, DTS/ONS and the Contractor with Requirements that define and assist in the management of the Service Level Agreements (SLAs). This section identifies and explains the required SLAs for the IP services identified in this RFP Module. The SLAs shall be categorized as Network or Administrative in nature. The intent of this section is to define performance objectives and measurement processes.

In the event a Bidder proposes a service that has been designated as Desirable, the Bidder must meet or exceed the associated SLAs as described in this Section.

The Bidder must identify their associated SLAs for unsolicited services.

The SLAs in the network category shall each consist of the following components: services, definition, measurement process, objective(s), immediate rights and remedies, and monthly rights and remedies. All applicable services are listed in each SLA.

Network Service Level Agreement Format:

<u>Services</u>	<u>SLA Name</u>
[List of all applicable services]	<p>Definition [Definition or description of the SLA]</p> <p>Measurement Process [Instructions on how to measure network performance in order to determine compliance]</p> <p>Objective (s) [Defines the performance goal/parameters for each SLA. The objective(s) may be different than the technical Requirements found in Sections 6.3.2-6.3.6.2 et. al..]</p> <p>Immediate Rights and Remedies [Allows immediate action by DTS/ONS and the Customer (e.g., DTS/ONS Escalation), and/or rebates which are applied to their monthly invoices on a per occurrence basis (e.g., TTR).]</p> <p>Monthly Rights and Remedies [Applicable to SLAs that require accumulation of statistics over a period of time or multiple trouble tickets (e.g., availability). Note: the Off Ramp process is included in this component]</p>

The SLAs in the Administrative category shall each consist of the following components: tools, reports and applications, objective (s), measurement process, DTS/ONS rights and remedies, and Customer rights and remedies.

Administrative Service Level Agreement Format:

<u>Administrative Tools, Reports and Applications</u>	<u>SLA Name</u>
[List of all applicable tools, reports and application]	<p>Definition [Define or describe the SLA]</p> <p>Measurement Process [Instruct how to measure or derive the objectives]</p> <p>Objective (s) [Define Contractor program performance objectives]</p> <p>DTS/ONS Rights and Remedies [Identifies actions to be taken by DTS/ONS or rebates from Contractor when the objectives are not met]</p> <p>Customer Rights and Remedies [Identifies actions to be taken by the Customers or rebates from Contractor when the objectives are not met]</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.1.1 Technical Requirements versus SLA (M)

This section shall distinguish between technical Requirements and the SLA objectives. Sections 6.3.2 to 6.3.6.2 identify the technical Requirements for each service. These Requirements are the minimum parameters each Bidder must meet in order for their Bid to qualify for award. Upon award the committed technical Requirements will be maintained throughout the remainder of the Contract.

Committed SLA objectives are minimum Requirements, which the Contractor shall be held accountable for all rights and remedies accordingly.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.1.2 Two Methods Of Outage Reporting: Customer Or Contractor (M)

There are two methods in which outages may be identified and outage durations derived: Customer reported or Contractor reported.

The first method results from a Customer reporting service trouble to the Contractor's Customer Service Center. Customer reported trouble tickets track service failures or quality of service issues.

In the second method of outage reporting, the Contractor shall open a ticket as a result of network alarms or identification of a service failure in the backbone (i.e., Cat 2 or 3). In each instance a trouble ticket shall be assigned and monitored until service is restored.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2 Network Service Level Agreements (M)

SLAs have been established for various aspects of the network Requirements of this Module 3. The Network SLAs address the performance and delivery of services as described throughout this RFP Section 6.3.

6.3.14.2.1 General Requirements (M)

The following general Requirements are applicable to the Network SLAs:

- The total rights and remedies for failure to satisfy a single service SLA for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Cost (TMRC) plus 2 days of of the AMUC
- If a circuit fails to meet one or more of the performance objectives, only the largest monthly Rights and Remedies for all performance objectives not met will be credited to the customer
- If a tool fails to meet its objectives, the tool rights and remedies will apply. If the tool provides reports, only the rights and remedies for the tool shall apply.
- To the extent that Contractor offers additional or more advantageous rights and/or remedies to Customers for similar services offered through tariffs, online service guides, or other programs, the State shall be entitled to exercise the rights and/or remedies therein
- For subcontracted local services from other ILECs or CLECs, the Contractor shall provide the State or Customer, at a minimum, the same service level agreements provided to Contractor by each subcontractor Copies of all Service Level Agreements between Subcontractors and the awarded Contractor shall be provided to DTS/ONS for all services
- When the Contractor provides Facilities based services directly to the Customer in other ILEC's or CLEC's territories, the rights

and remedies for service outages for those services are as set forth in Sections 6.3.14.2.3 through 6.3.14.2.15

- The election by DTS/ONS of any remedy covered by this Contract shall not exclude or limit DTS/ONS's or any Customer's rights and remedies otherwise available within the Contract or at law or equity
- The Contractor shall act as the single point of contact coordinating all entities to meet the State's needs for ordering/provisioning, maintenance, restoration and resolution of service issues or that of their Affiliates, subsidiaries, subcontractors or resellers under this Contract
- Bidders may provide SLAs for proposed unsolicited services in the description field below

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.3.14.2.2 Trouble Ticket Stop Clock Conditions (M)

Stop Clock criteria includes the following: (Note: in this section, the term "End-User" includes End-Users and Customers, whichever is applicable.)

1. Periods when a restoration or testing effort is delayed at the specific request of the End-User. The Stop Clock condition shall exist during the period the Contractor was delayed, provided that reasonable and documented efforts are made to contact the End-User during the applicable Stop Clock period.

2. Time after a service has been restored, but End-User request ticket be kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the service has not been restored.
3. Time after a service has been restored, but End-User is not available to verify that the service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the service has not been restored.
4. Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor, or any of its subsidiaries, subcontractors, or Affiliates.
5. Trouble caused by a power problem outside of the responsibility of the Contractor. This does not apply to the power Requirements necessary to support dial tone to IP phones.
6. Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.
7. The following contact/access problems, provided that Contractor makes reasonable efforts to contact End-User during the applicable stop clock period:
 - a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative
 - b. Site contact refuses access to technician who displays proper identification
 - c. Insufficient or incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes reasonable steps to obtain the correct information.
 - d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.
 - e. If it is determined later that the cause of the problem was not at the site in question, then the Stop Clock shall not apply.
8. Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem.

In such event, Contractor shall make a reasonable request to End-User staff to correct the problem or delay.

9. End-User applications that interfere with repair of the trouble.
10. Repair/replacement of CPE not provided by Contractor if the problem has reasonably been isolated to the CPE.
11. Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close-out of trouble tickets after the service has been restored as long as Contractor can provide Documentation substantiating message from Contractor's technician.
12. An outage directly related to any properly performed scheduled maintenance or upgrade. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs will apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to this paragraph 12 stop clock criteria.
13. Any problem or delay caused by a third party not under the control of Contractor, not reasonably preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Affiliates, subsidiaries, or subcontractors shall be deemed to be under the control of Contractor with respect to the Equipment, services, or Facilities to be provided under this Contract.
14. Force Majeure events, as defined in the terms and conditions of the Contract (Appendix B, Section 21).

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.3 Service Availability Percentage (M)

Services	Availability Percentage
Hosted Standalone IP Telephony Business Line Services	Definition Scheduled uptime is based on 60 minutes x 24 hours x calendar days in the month.
Hosted Standalone IP Telephony Voice Mail Services	Measurement Process All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total.
Hosted Standalone IP Telephony Audio Conferencing Service	Monthly Network Availability (%) = $1 - [(total\ minutes\ of\ connection\ outage\ per\ month) / (days\ in\ month \times 24hours \times 60mins)] \times 100$.
IP Transport for Converged Services	Objectives 99.2 percent
Converged IP Telephony Business Line Services	Immediate Rights and Remedies End-User Escalation Process
Converged IP Voice Mail Services	DTS/ONS Escalation Process
Converged Managed IP Audio Conferencing	Monthly Rights and Remedies First month to fail to meet the SLA objective shall result in a 15 percent rebate of the TMRC and 2 days of the Average Monthly Usage Cost (AMUC).
Managed IP Video Conferencing Services	Next consecutive month to fail to meet the SLA objective shall result in a 25 percent rebate of TMRC and 2 days of the AMUC.
Unified Messaging	Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC, and 2 days of the AMUC.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.4 Catastrophic Outage 1 (M)

Services	Catastrophic Outage 1
Hosted Standalone IP Telephony Business Line Services IP Transport for Converged Services Converged Services, IP Telephony Business Line Services	<p>Definition</p> <p>The total loss of two or more services at one address.</p> <p>Measurement Process</p> <p>The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each End-User service affected by the common cause. Each End-User service is out of service from the first notification until the Contractor determines the service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <p>Less than 2 hours</p> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 1 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.5 Catastrophic Outage 2 (M)

Services	Catastrophic Outage 2
<p>Hosted Standalone IP Telephony Business Line Services</p> <p>IP Transport for Converged Services</p> <p>Converged IP Telephony Business Line Services</p>	<p>Definition</p> <p>A total failure of the Contractor's (or subcontractor's or Affiliate's) network Equipment nearest the End-User locations regardless of where the failure occurs in the network.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per End-User service basis from information recorded from the network Equipment or trouble ticket</p> <p>The Contractor shall open a trouble ticket and compile a list for each service affected by the common cause. Each End-User service is considered out of End-User service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <p>Less than 30 minutes</p> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 2 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.6 Catastrophic Outage 3 (M)

Services	Catastrophic Outage 3
Hosted Standalone IP Telephony Business Line Services IP Transport for Converged Services Converged IP Telephony Business Line Services	<p>Definition</p> <p>The total loss of any service type on a network wide basis.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per End-User service basis from information recorded from the network Equipment or trouble ticket.</p> <p>The Contractor shall open a trouble ticket and compile a list for each End-User service affected by the common cause. Each End-User service is out of service from the first notification until the Contractor determines the End-User service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <p>Less than 15 minutes</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation Process</p> <p>100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 3 fault</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.7 Round Trip Transmission Delay (M)

Services	Round Trip Transmission Delay
IP Transport for Converged Services	<p>Definition</p> <p>Average round trip transfer delay measured from Contractor's to Customer Handoff ("CCH") to the remote CCH and back.</p> <p>Measurement Process</p> <p>End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the data transfer delay is below the committed level. DTS/ONS shall determine the sample interval, provided that a minimum of 100 pings or more shall constitute test. The problem requires timely verification, consistent with industry Standards (e.g., a protocol analyzer), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses.</p> <p>(7x24)</p> <p>Objectives</p> <p>IP Transport for Converged Services:</p> <p>56Kbps – 1.536Mbps</p> <p>64 byte ping: <120ms</p> <p>1000 byte ping: <400ms</p> <p>1.792Mbps – 40Mbps</p> <p>64 byte ping: <60ms</p> <p>1000 byte ping: <120ms</p> <p>40Mbps and above</p> <p>64 byte ping: <65 ms</p> <p>1000 byte ping: <110 ms</p> <p>Immediate Rights and Remedies</p> <p>15 percent of TMRC per occurrence for the reported service.</p> <p>Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p>

Services	Round Trip Transmission Delay
	DTS/ONS Escalation Process
	Monthly Rights and Remedies
	N/A

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.8 One-Way Transmission Delay (M)

Services	One-Way Transmission Delay
Hosted Standalone IP Telephony Services	<p>Definition</p> <p>Average one-way transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff ("CCH to CCH").</p>
Converged Services, IP Telephony Services	<p>Measurement Process</p> <p>End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the data transfer delay fails to meet the committed level. The problem requires timely verification, consistent with industry Standards (e.g., a protocol analyzer), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses.</p> <p>This measurement applies to local loop transport under the control of the Contractor or not under the control of Contractor that do not exceed 70% peak utilization for three consecutive business days.</p> <p>(7x24)</p> <p>Objectives</p> <p>less than 130 ms one way</p> <p>Immediate Rights and Remedies</p> <p>15 percent of TMRC per occurrence for the reported service.</p> <p>Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____page_____paragraph_____

Description:

6.3.14.2.9 Jitter (M)

Services	Jitter
<p>Hosted Standalone IP Telephony Business Line Services</p> <p>Converged IP Telephony Business Line Services</p>	<p>Definition</p> <p>Variations in transfer delay measured from the CCH to the remote CCH.</p> <p>Measurement Process</p> <p>End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the jitter exceeds the committed level. The problem requires timely verification, consistent with industry Standards (calculations defined in: IETF RFC 3550 RTP, RFC 3611 RTP), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses.</p> <p>This measurement applies to local loop transport under the control of the Contractor or not under the control of Contractor that do not exceed 70% peak utilization for three consecutive business days.</p> <p>(7x24)</p> <p>Objectives</p> <p>Less than 15 ms</p> <p>Immediate Rights and Remedies</p> <p>15 percent of TMRC per occurrence for the reported service.</p> <p>Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.10 Packet Loss (M)

Services	Packet Loss
<p>Hosted Standalone IP Telephony Business Line Services</p> <p>IP Transport for Converged Services</p> <p>Converged IP Telephony Business Line Services</p>	<p>Definition</p> <p>Packet loss is measured from Contractor's hand off to Customer at each end of data channel.</p> <p>Measurement Process</p> <p>End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the data packet loss exceeds the committed level. The problem requires timely verification, consistent with industry Standards (e.g. protocol analyzer), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses.</p> <p>This measurement applies to local loop transport under the control of the Contractor or not under the control of Contractor that do not exceed 70% peak utilization for three consecutive business days.</p> <p>(7x24)</p> <p>Objectives</p> <p>0.5 percent maximum packet loss</p> <p>Immediate Rights and Remedies</p> <p>15 percent of TMRC per occurrence for the reported service.</p> <p>Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.11 IP Contact Center Service Outage (M)

Services	IP Contact Center Service Outage
Computer Telephone Integration for IP Network Based ACD IP Network Based ACD IP Network based Interactive Voice Response/Call Router (IVR) IP Network Based Specialized Call Routing	<p>Definition</p> <p>The total loss of an IP Contact Center Service at a single End-User location.</p> <p>Measurement Process</p> <p>The outage start shall be determined by the application alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each IP Contact Center service affected by the common cause. Each IP Contact Center service shall be considered unavailable from the first notification until the Contractor determines the IP Contact Center service is restored. Any IP Contact Center service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Monday through Friday 7:00 am to 6:00 pm PST</p> <p>Objectives</p> <p>Less than 4 hours</p> <p>Immediate Rights and Remedies</p> <p>15 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service not meeting the per occurrence objective for a single IP Contact Center Service Outage</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.12 Excessive Outage (M)

Services	Excessive Outage
Hosted Standalone IP Telephony Business Line Services	<p>Definition</p> <p>An Excessive outage shall be defined as a trouble ticket that remains opened with the Contractor on a service, for more than twelve hours.</p> <p>Measurement Process</p> <p>The service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus stop clock conditions. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7 x 24)</p> <p>Objectives</p> <p>Less than 12 hours</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation</p> <p>Customer may request from Contractor an Excessive Outage restoration briefing.</p> <p>100 percent of the TMRC per occurrence and 2 days of any applicable AMUC for each service out of service greater than 12 hours.</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>
Hosted Standalone IP Telephony Voice Mail Services	
Hosted Standalone IP Telephony Audio Conferencing Service	
IP Transport for Converged Services	
Converged IP Telephony Business Line Services	
Converged IP Voice Mail Services	
Converged Managed IP Audio Conferencing	
IP Video Conferencing	
IP Based ACD	
IP Based Interactive Voice Response/Call Router (IVR)	
IP Based Specialized Call Routing	
IP Based Computer Telephone Integration	
Unified Messaging	

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.13 Notification (M)

Services	Notification
All Services as listed in Module 3	<p>Definition</p> <p>The Contractor notification to DTS/ONS in the event of a Catastrophic Outage, network failure, terrorist activity, or threat of natural disaster, which results in a significant loss of telecommunication services to CALNET II End-Users or has the potential to impact services in a general or statewide area.</p> <p>Measurement Process</p> <p>The Contractor shall invoke the notification process for all CAT 1, CAT 2, and CAT 3 Outages or network outages resulting in significant loss of services. The Contractor shall notify DTS/ONS via the Contractor's automated notification system.</p> <p>Updates shall be given on the above-mentioned failures via the Contractor's automated notification system which shall include time and date of the updates.</p> <p>Objectives</p> <p>Within 30 minutes of a CAT 1, CAT 2, or CAT 3 failure, the Contractor shall notify general stakeholders (as determined by DTS/ONS) via the Contractor's automated notification system.</p> <p>At 60 minute intervals, updates shall be given on the above mentioned failures via the Contractors automated notification system which shall include time and date of the updates.</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.14 Provisioning (M)

Services	Business Days	Provisioning
Hosted Standalone IP Telephony Business Line Services (includes IP Telephony Voice Mail functionality and IP Telephony Audio Conferencing functionality)	Managed Project	<p>Definition</p> <p>Provisioning shall be defined as new service, adds, moves, changes, and deletes completed by the Contractor on or before the due dates. Provisioning SLAs are two-fold: Individual Service Order and Monthly Average Percentage by Service Type.</p> <p>Note: Provisioning timelines include extended demarcation, wiring, when appropriate.</p> <p>Measurement Process</p> <p>Individual Service Order:</p> <p>Install intervals are based on the intervals provided in the adjacent column or Customer/Contractor negotiated due dates documented on the order form/system.</p> <p>Monthly Average Percentage by Service Type:</p> <p>The sum of all individual service orders meeting the objective in the measurement period divided by the sum of all individual service orders due in the measurement period equals the monthly average. The entire installation fee is refunded to the Customers for all orders that did not complete on time during the month if the monthly objective is not met.</p> <p>Objective</p> <p>Individual Order:</p> <p>Service/Transport as appropriate provisioned on or before the due date per install order.</p> <p>Monthly Average percent by Service Type:</p> <p>Greater than 95 percent</p>
Adds, moves, changes, and deletes for Hosted Standalone IP Telephony Voice Services	2 Day	
Hosted Standalone IP Telephony Audio Conferencing Service Scheduling	4 hours	
Inside Wiring	Contracted Service Project Work – Section 6 .3.12.1	
IP Transport for Converged Services	20 days 30 days Managed Project	
Converged IP Telephony Business Line Services (includes IP Telephony Voice Mail functionality and IP Telephony Audio Conferencing functionality)	Managed Project	

Services	Business Days	Provisioning
Adds, moves, changes, and deletes for Hosted Standalone IP Telephony Voice Services	2 Days	Immediate Rights and Remedies Individual Order: 50 percent of installation fee refunded to Customer for any missed due date. End-User Escalation Process DTS/ONS Escalation Process Monthly Rights and Remedies: - Monthly Average percent by Service Type: The entire installation fee refunded to Customer for all orders that did not complete on time during the month if the monthly average objective is not met.
Converged IP Audio Conferencing Service Scheduling	4 hours	
IP Automatic Call Distribution	Managed Project	
IP Interactive Voice Response System	Managed Project	
IP Specialized Call Routing	Managed Project	
IP Computer Telephone Integration	Managed Project	
Managed IP Video Conferencing Service Scheduling	4 hours	
Unified Messaging	Managed Project	
Station Cabling	Contracted Service Project Work – Section 6.3.12.1	

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.15 Response Duration from Receipt of Order (M)

Services	Response Duration from Receipt of Order
All Services in Module 3	<p>Definition</p> <p>The interval for Contractor response to initial request from Customer when initiating a service request.</p> <p>Measurement Process</p> <p>The Response SLA shall be based on the Customer order submittal date when using either the STD 20 or the ordering system or the date the Contractor responds to the Customer. If the Contractor fails to schedule appointment with the Customer within the objective interval, then the Contractor shall be subject to the rights and remedies below.</p> <p>Objectives</p> <p>Next Business Day for Contractor response to initial request from Customer when initiating a service request.</p> <p>Immediate Rights and Remedies</p> <p>Escalation to Contractor's Account Manager</p> <p>Monthly Rights and Remedies</p> <p>Review process with DTS/ONS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.3 Administrative Service Level Agreements (M)

SLAs have been established for various aspects of the administrative responsibilities associated with the Contract resulting from the award of the RFP for Module 3. Specific administrative responsibilities as described throughout this RFP Section 6.3. are included in this Section 6.3.14.3.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.3.1 Administrative Fee Reports/Electronic Fund Transfer Notification Delivery Intervals (M)

Administrative Tools, Reports and Applications	Administration Fee Reports Delivery Intervals
DTS/ONS Detail of Services Billed Report by Agency 6.3.15.2.3 DTS/ONS Detail of Services Billed Report by Service 6.3.15.2.2 Receipt of Electronic Fund Transfer Notification	<p>Definition</p> <p>The reports and electronic fund transfer notification include the total monthly administrative fee monies owed DTS/ONS.</p> <p>Measurement Process</p> <p>These reports and electronic fund transfer shall be received within 60 calendar days from the end of each calendar month that a bill is rendered.</p> <p>Objectives</p> <p>Deliver reports and electronic fund transfer notification within 60 calendar days from the end of the calendar month that a bill is rendered.</p>

Administrative Tools, Reports and Applications	Administration Fee Reports Delivery Intervals
	<p>DTS/ONS Rights and Remedies</p> <p>0.5 percent of month's administrative fees shall be paid to DTS/ONS 61 calendar days from the end of each calendar month that a bill is rendered.</p> <p>Customer Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.3.2 Invoicing Accuracy (M)

Administrative Tools, Reports and Applications	Invoicing Accuracy
Invoices for all products, services and features provided through CALNET II	<p>Definition Contractor to provide detailed and accurate invoices as stated in RFP Section 6.3.11</p> <p>Measurement Process Contractor caused material errors occurring on an invoice shall be either corrected or a correction process established by Contractor within 60 days of the invoice</p> <p>Objectives 100 percent invoice accuracy</p> <p>DTS/ONS Rights and Remedies DTS/ONS Escalation Process</p> <p>Customer Rights and Remedies Escalation to Contractor's Account Manager Escalation to DTS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.3.3 Report Delivery Intervals (M)

Administrative Tools, Reports and Applications	Report Delivery Intervals
<p>Customer Inventory Report Section 6.3.16.5</p> <p>Service Level Agreement Reports Section 6.3.16.6</p> <p>DTS/ONS Fiscal Inventory Report of All Services Section 6.3.15.2.1</p> <p>Trouble Ticket/SLA Credits Fiscal Report Section 6.3.15.2.4</p> <p>DTS/ONS Service Order/Provisioning Fiscal Report Section 6.3.15.2.5</p> <p>DVBE Tracking Fiscal Report Section 6.3.15.2.6</p> <p>Service Location Report Section 6.3.15.2.7</p> <p>General Customer Profile Information Section 6.3.15.2.8</p> <p>Quarterly Completed Contracted Service Project Work Reports (Coordinated and Managed Projects) Section 6.3.17.1 and Section 6.3.17.2</p>	<p>Definition</p> <p>All reports shall meet the Requirements and be fully functional and provided in accordance with the timelines required in Section 6.3.16</p> <p>Measurement Process</p> <p>See the objectives below</p> <p>Objectives</p> <p>Deliver all reports within 3 Business Days of the mutually agreed or DTS/ONS designated Delivery Dates from Section 6.3.16</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 and \$100 per week thereafter for each report</p> <p>Customer Rights and Remedies</p> <p>Escalation to DTS/ONS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.3.14.3.4 Tools and Report Implementation (M)

Administrative Tools, Reports and Applications	Tools and Report Implementation
<p>Public Web Site Section 6.3.16.1</p> <p>Private Web Site Section 6.3.16.2</p> <p>Customer Trouble Ticket Reporting and Tracking System Section 6.3.16.3</p> <p>Network Monitoring Application/Tool Section 6.3.16.4</p> <p>Customer Inventory Report Section 6.3.16.5</p> <p>Service Level Agreement Reports Section 6.3.16.6</p> <p>Fiscal Management Databases Section 6.3.15.2</p> <p>DTS/ONS Fiscal Inventory Report of All Services Section 6.3.15.2.1</p> <p>DTS/ONS Detail of Services Billed Report by Service Section 6.3.15.2.2</p> <p>DTS/ONS Detail of Services Billed Report by Agency Section 6.3.15.2.3</p> <p>Trouble Ticket/SLS Credits Fiscal Report Section 6.3.15.2.4</p> <p>DTS/ONS Service Order/Provisioning Fiscal Report Section 6.3.15.2.5</p> <p>DVBE Tracking Fiscal Report Section 6.3.15.2.6</p> <p>Service Location Report Section 6.3.15.2.7</p>	<p>Definition</p> <p>All Contactors provided tools and reports shall be functioning and accepted by the State based on the implementation timeline.</p> <p>Measurement Process</p> <p>Within 45 Business Days after Contract award, the Contractor and DTS/ONS shall agree to the implementation timeline dates for the reports and tools listed in this table. Unless mutually agreed upon, the implementation timeline shall not exceed 9 months following the Contract award date.</p> <p>Objectives</p> <p>All tools and reports shall meet the Requirements and be fully functional and accepted by the State and provided in accordance with the timeline required in Section 6.3.18.1 and agreed upon by DTS/ONS.</p> <p>Additional or replacement tools and reports shall be fully functional and accepted by the State by dates agreed upon by DTS/ONS and the Contractor.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$1000 per tool/report on the first Business Day after due date and \$250 per week thereafter</p> <p>Customer Rights and Remedies</p> <p>N/A</p>

Administrative Tools, Reports and Applications	Tools and Report Implementation
General Customer Profile Information Section 6.3.15.2.8	

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.3.5 Tool Availability (M)

Administrative Tools, Reports and Applications	Tool Availability
Public Web Site Section 6.3.16.1 Private Web Site Section 6.3.16.2 Customer Trouble Ticket and Tracking System Section 6.3.16.3 Network Monitoring Application/Tool Section 6.3.16.4 Fiscal Management Database(s) Section 6.3.15.1	<p>Definition</p> <p>The monthly availability percentage for each tool equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per tool. Scheduled uptime is based on 7x24 x number of days in the month.</p> <p>Measurement Process</p> <p>DTS/ONS shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened.</p> <p>The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.3.14.2.2 shall apply.</p> <p>The Availability percent shall be calculated by adding the duration times for all trouble tickets opened on a single tool within the calendar month.</p> <p>Objectives</p> <p>100 percent Functional 90 percent of the time for each tool, measured on a monthly basis.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 per month, per tool</p> <p>Customer Rights and Remedies</p> <p>Escalation to DTS/ONS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.3.14.4 Glossary of SLA Related Terms (M)

The following SLA definitions apply to this Contract:

SLA	Definition
Availability percent	The Scheduled Uptime less Unavailable Time divided by Scheduled Uptime multiplied by 100.
Average Monthly Usage Cost (AMUC)	A means of calculating rights and remedies for usage-based outages. AMUC shall be derived by dividing the total business day usage minutes in a month by the number of business days in the month in which the failure occurs. This will produce a daily average of usage minutes which can be multiplied by the cost for the associated service to produce an average daily cost of the service for the current month. AMUC rights and remedies will be a number of those average daily costs rebated back to the customers impacted by the service outages that trigger the associated service level agreements.
Catastrophic Outage 1 CAT 1	The total loss of service to 50 or greater End-Users at the same address.
Catastrophic Outage 2 CAT 2	A total failure of the Contractor's (or subcontractor's or Affiliate's) network Equipment nearest the End-User locations regardless of where the failure occurs in the network.
Catastrophic Outage 3 CAT 3	The total loss of any service type on a network wide basis.
CAT Outage	Catastrophic outage as further defined above for CAT 1, CAT 2, and CAT 3 outages.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a service, for more than twelve hours
IP Contact Center Service Outage	The total loss of an IP Contact Center Service at a single End-User location.
Jitter	Variations in transfer delay measured from Contractor to Customer hand-off to remote Contractor to Customer hand-off (CCH to CCH).
Mean Time to Respond	The time it takes the Contractor to call back the Customer acknowledging receipt of the trouble ticket or incident report by the Contractor helpdesk personnel.
Packet Loss	Packet loss measured from Contractor's hand off to Customer at each end of data channel.
Response Duration from Receipt of Order	The interval for Contractor response to initial request from Customer when initiating a project request.
Provisioning	New service, adds, moves and changes.
Scheduled Uptime	The total time less time required for scheduled maintenance or scheduled upgrades

SLA	Definition
Total Monthly Recurring Charges (TMRC)	The monthly recurring charges for the transport and service. All charges that comprise the total monthly reoccurring cost per service.
Transmission Delay	Round trip: the average round trip transfer delay measured from Contractor to Customer Hand-Off One way: the average one way transfer delay measured from Customer Hand-Off
Unavailable Time	Includes Catastrophic Outages. The total hours from when a trouble ticket is opened until the problem is restored minus stop clock condition durations.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.15 FISCAL MANAGEMENT (M)

The Contractor shall provide DTS/ONS with the system tools and reports necessary to perform Fiscal Management functions, including:

- Administrative fee identification and validation
- Product/Service Rate identification and validation
- Service Taxes, surcharges, and surcredits identification and validation
- Refunds and adjustments identification and validation
- Develop trend reports for product/services
- Develop trend reports for CALNET II Customers

- Monitor DVBE dollars expended

As a minimum the Contractor shall provide Contractor maintained databases which DTS/ONS may query and download information via the Contractor's private web site. Contractor shall also provide the standard reports identified below.

The Contractor shall ensure that data from all CALNET II subcontractors is accurate and collected on time to be included in the database(s) to produce accurate fiscal management reports no later than 60 calendar days from the end of each calendar month that a bill is rendered. DTS/ONS will access the databases and reports monthly and run Ad-Hoc queries or reports as may be necessary to exercise Contract oversight and management.

Inability of the Contractor to provide the monthly detailed fiscal management reports referenced in Section 6.3.15.2.2 (DTS/ONS Detail of Services Billed Report by Service) and 6.3.15.2.3 (DTS/ONS Detail of Services Billed Report by Agency) along with the remittance of monthly administrative fee revenues will result in a late payment fee to DTS/ONS as described in Section 6.3.14.3 (Service Level Agreements).

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.15.1 Fiscal Management Database(s) (M)

The Contractor shall provide and maintain databases which DTS/ONS may query and download information via the Contractor's private web site. The most recent data will be maintained and available on the web site for six months. This Requirement is in addition to the records retention Requirements in Appendix B. This system(s) will store the following information:

1. CALNET II, Module 3 product/service installation or termination
2. Trouble Tickets that trigger a refund, remedy or adjustment
3. Monthly billing associated with CALNET II Customers

4. Monthly totals for all product/services quantities and charges (with Administration Fee separated from the base charge)
5. CALNET II, Module 3 Customer information (name and Service address)
6. DVBE monthly expenditures
7. Data port/service inventory
8. Inventory (monthly) for all product/services purchased under the CALNET II, Module 3 Contract.

The Contractor shall describe in detail a plan that identifies how information will be gathered and populated in the database on an initial and continuous basis.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.15.2 Fiscal Management Reports (M)

The Contractor's data management system will generate standardized reports and include the capability to produce Ad Hoc reports. If for some reason the information does not reside with the Contractor or is not integrated with the other systems, it is still the responsibility of the Contractor to provide this information.

The standard reports shall be provided to DTS/ONS monthly, without charge. All reports shall be provided in both soft and hard copy. The soft copy will be supplied in both Access Database and delimited text file format. The Contractor shall provide consistent record layout and labeling convention for all databases and reports. Contractor shall provide DTS/ONS with 30 calendar days advance notice of any changes to the record layout and labeling convention for all databases and reports.

The information provided by the Contractor shall use standard and consistent naming conventions. The report(s) shall be loaded monthly onto the Contractor's private web

site. At a minimum, reports shall reflect a current monthly snapshot of the inventory of contracted services and Customer information.

When the Contractor must make adjustments to the administrative fee monies that are not collectable, the Contractor shall submit reports equivalent to the reports stated below, fully describing the service and the circumstances surrounding the adjustment.

If for some reason a service cannot be included on the main standard reports, soft and hard copy reports and corresponding reporting information must be provided to DTS/ONS separately.

The Contractor shall provide the following standard reports to DTS/ONS on a monthly basis. The DTS/ONS reserves the right to modify the report Requirements to accommodate the service configurations proposed by the successful Bidder.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.15.2.1 DTS/ONS Fiscal Inventory Report of All Services (M)

The DTS/ONS Fiscal Inventory Report of All Services identifying all products and services shall include, at a minimum, the following information:

- Date of inventory
- Agency ID
- Customer name
- Customer address
- Service address
- Service period
- Service type

- Service/Feature type
- Unique service/feature identification code
- Quantity of new installations
- Current quantities
- Calls
- Usage charge
- Total lines (per seat quantity)
- Quantity of service terminations
- Contract rate
- Administrative fee rate
- Customer rate (Contract rate with administrative fee)
- Administrative fee totals
- Total charges identified by Agency and also by State/local designation
- Equipment
- Contractor/Subcontractor/Affiliate name

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.15.2.2 DTS/ONS Detail of Services Billed Report by Service (M)

The DTS/ONS Detail of Services Billed Report by Service shall provide, at a minimum, the following information: (List each service type separately).

- Date
- Service period
- Service type
- Service feature type
- Contract Rate
- Administrative fee rate
- Customer rate
- Unique service/feature identification code
- Quantities
- Quantity of new installations
- Quantity of new terminations
- Usage charge
- Total recurring charges including any ongoing charges/credits that are billed separately from the recurring charge section
- Any one-time charges/credits.
- Itemized taxes and surcharges by service
- Total credits and adjustments
- Total Administrative Fees
- Total monthly charges (including Administrative Fee)
- Customer bill group (e.g., executive, local government, higher education, etc.)
- Contractor/Subcontractor/Affiliate name

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.15.2.3 DTS/ONS Detail of Services Billed Report by Agency (M)

The DTS/ONS Detail of Services Billed By Agency Report shall provide, at a minimum, the following information: (List each service type separately).

- Date
- Agency ID
- Customer name
- Customer address
- Service address
- Bill payer number
- Service period
- Service type
- Service/feature type
- Contract Rate
- Administrative Fee rate
- Customer Rate
- Unique service/feature identification code
- Quantities
- Total calls
- Total minutes
- Total usage charges
- Total recurring
- Total non-recurring charges
- Itemized taxes and surcharges
- Administrative fee rate charges
- Total administrative fees collected

- Total monthly charges
- Customer bill group (e.g., executive, local government, higher education, etc.)
- Contractor/Subcontractor/Affiliate name

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.15.2.4 Trouble Ticket/SLA Credits Fiscal Report (M)

The Trouble Ticket/SLA Credits Fiscal Report shall provide the following information at a minimum:

- Contractor and Customer trouble ticket #
- Customer name
- Customer address
- Agency ID
- Type of outage
- Description of outage
- Date(s) of outage

- Date and time trouble ticket opened
 - Date and time trouble ticket closed
 - Duration
 - Total credits
 - Services affected (Unique identifier)
 - SLA type
 - Location(s)
-

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.15.2.5 DTS/ONS Service Order/Provisioning Fiscal Report (M)

The DTS/ONS Service Order/Provisioning Fiscal Report for products and services ordered by Customers shall provide, at a minimum, the following information:

- Agency ID
- Customer name
- Customer address

- Bill payer number
- Billing number
- Contractor service order number
- Date of service order
- STD. 20 number or Agency order number
- Description of service ordered
- Contract rate
- Administrative Fee rate
- Customer rate (Contract rate with Administrative Fee)
- Unique service/feature identification code
- Service Location (no abbreviations for street, city, zip code) _____
- Total lines (per seat quantity)
- Install date
- Equipment
- Completion date if different than install date
- Subcontractor or Affiliate name

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.15.2.6 DVBE Tracking Fiscal Report (M)

The DVBE Tracking Fiscal Report shall provide, at a minimum, the following information:

- Year
- Month
- Agency
- Agency ID
- Billing number
- Service/Product
- Charge per service/product
- Total charges
- Date sold
- DGS DVBE certification number
- Contractor/subcontractor

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.15.2.7 Service Location Report (M)

The Service Location Report shall provide, at a minimum, the following information:

- Date

- Agency ID
- Agency name
- Service type
- Service identifier code
- Transport type (e.g., DS0, DS1)
- Service Locations (separate fields and no abbreviations for each: Street, Apartment/Suite, City, Zip Code)
- Unique service identifier quantity (per service type)
- Quantity (per service type)
- Agency billing number (desirable)
- Features associated to each service ordered (desirable)
- Total lines (per seat quantity)
- Usage charges
- Calls
- Total minutes (when applicable)

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.15.2.8 General Customer Profile Information (M)

- Agency Identification Number (Contractor shall provide a numbering convention)
- Agency Name

- Government Sector (State, County, City, Federal Etc.)
- Billing Address (no abbreviations)(Street, Apartment/Suite, City, Zip Code)
- Billing Number(s)

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.15.3 DTS/ONS Fiscal Audits (M)

The DTS/ONS may audit any Customer's invoice. The Contractor shall provide access to the billing information and to provide a copy of any Customer's bill and supporting detail in electronic format upon DTS/ONS request without Customer's prior authorization.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.16 MANAGEMENT TOOLS AND REPORTS (M)

The Contractor shall provide network tools and reports described in Section 6.3.15 and this Section 6.3.16 to DTS/ONS and DTS/ONS authorized Customers to provide oversight at no cost to the DTS/ONS and Customers. The Contractor shall provide the following:

- Tools, applications and data to perform on-line daily, monthly and quarterly network trending, inventory, invoice and fiscal management analysis
- Tools, applications and data to perform real time on-line ticketing and network performance analysis
- Web-enabled applications for service ordering/provisioning, invoicing and trouble reporting from DTS/ONS and DTS/ONS authorized Customer PCs
- A timeline shall be provided in the Bidder's response, estimating when these tools, applications and reports described in this Section shall be implemented and available for DTS/ONS and DTS/ONS authorized Customers. DTS/ONS and the Contractor shall agree upon implementation dates within 45 Business Days after Contract award
- Web-enabled applications shall have the ability to create password-protected accounts for access by DTS/ONS authorized Customers
- Provisions for Ad Hoc reports requested by DTS/ONS
- All invoices for contracted services shall be accessible to DTS/ONS via a web based application
- Reports using a data extractable application allowing DTS/ONS and Customers the ability to run custom reports
- Ongoing training and support for all tools, applications and reports
- System upgrades for all management tools and applications shall be provided at no cost
- Provide and maintain an inventory of Contractor provided tools, applications and reports to DTS/ONS, which include report elements for each report and a regular reporting schedule based on negotiated dates/intervals. In addition, the Contractor shall assign a unique name to each tool and report to be used as an identifier when reporting trouble

- Provide DTS/ONS quarterly reports for completed Contracted Service Project Work (Coordinated and Managed)
- Transport and Software necessary for DTS/ONS to access the network monitoring and management applications and reports

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.16.1 Public Web Site (M)

The Contractor shall provide and maintain a public website that shall be updated weekly. All information, data and forms must be approved by DTS/ONS before it is posted to this web site. The web site shall include the following:

- A list of all products and services with descriptions, availability and unique identifier, including features
- Product and Service Rates, including features
- Contract language and amendments
- Customers FAQs
- Customer ordering instructions
- End-User Escalation Process
- List of available vendor offered training
- Link to DTS/ONS web site

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.16.2 Private Web Site (M)

The Contractor shall provide and maintain a private web site that shall be updated weekly. The Contractor shall use this portal to provide DTS/ONS and authorized Customers with access to service level agreement reports, fiscal management reports, inventory management reports (if not provided through another means), invoice management, active Contracted Service Project Work status reports, Individual Case Basis and Individual Pricing Reductions changes. _____

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.16.3 Customer Trouble Ticket Reporting and Tracking System (M)

The Contractor shall provide a Customer Trouble Ticket Reporting and Tracking System that is accessible 24 hours a day, 7 days a week via a web enabled application. The Contractor's Customer Service Center, as described in Section

6.3.13.1 will respond to the Customer's ticket in accordance with the SLA objectives. Customers shall have the capability of opening tickets either by a web-enabled application or calling the toll free customer service number available 24 hours a day, 7 days a week. The trouble ticket system shall apply to all contracted services. Customers shall have a real-time view of the ticket data for all service issues. Only Contract related trouble tickets will appear in this system. A separate ticket shall be opened for each service. Customers shall have online access to the complete ticket data for a 3-month period after each ticket has been closed. Customers shall have access to historical complete ticket data for 18 months and this data shall be delivered by the Contractor within 10 business days of request.

Minimum Requirements:

The ticketing system shall include the following minimum information:

- Contractor ticket number
- Agency name
- Agency unique identification number
- Customer contact information
- Unique service identifier
- Service type
- Time/date ticket was opened
- Time/date ticket closed
- Address end point locations
- Problem description
- Chronological history of Contractor activity (text)
- Estimated time of arrival
- Actual time/date of arrival
- Estimated time of restoral
- Actual time/date of restoral
- Stop clock condition(s) applied and duration(s)
- Description of resolution

The Contractor will update tickets with all Sub-Contractor and/or Affiliate provided status information.

System Functionality:

This system shall only provide views for Contract related trouble tickets. The system shall include the following reporting functionality:

List all open Contract related trouble tickets

View status on open trouble tickets for a specific service identifier (e.g., telephone number)

View all historical trouble tickets on a specific service identifier in the previous 6 months

List all historical trouble tickets by Customer

List all open and closed tickets by End-User address location

Perform sorts by ticket numbers, Customer, and time and date fields in ascending order

The Contractor shall describe the system and how it meets or exceeds the minimum Requirements and system functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.16.4 Network Monitoring Application/Tool (D)

The Contractor shall provide a real-time and historical network performance and fault detection application/tool to DTS/ONS. The system shall be designed to identify the availability and performance of contracted services along with the overall network health. This system must be designed to identify the availability and performance of network services. If one system cannot cover all network services and more than one is required, then each system shall have a consistent look and feel.

The Contractor shall provide the following features:

- Dynamic GUI views that show the relationship between devices in complex switched environments and network services
- Alarm indicators for adversely effected network components
- Immediate real-time network availability, utilization, and error statistics inquiry responses
- Notification or indicators when components are in an administrative/maintenance status
- Real-time event log showing network activity
- This tool shall provide the capability to run customized reports
- The statistical information shall be in a data extractable format

The Contractor shall provide the following trend reports:

- Utilization shall report ingress/egress port level information measured on a daily, weekly, and monthly basis
- Provide standard and customized reports as determined by DTS/ONS

The Contractor shall describe the system and how it meets or exceeds the minimum Requirements and system functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document _____

location _____ *page* _____ *paragraph* _____

Description:

6.3.16.5 Customer Inventory Report (M)

Upon DTS/ONS request, the Contractor shall provide DTS/ONS with graphical Maps identifying components including: service types, End-User locations, and handoff points. The Contractor shall provide revisions upon DTS/ONS request.

These drawings shall be provided in both electronic format and hard copy. Electronic drawings shall be in .dwg, .dxf, .vsd, or any mutually agreed format. Hard copy drawing shall be provided in Standard E size.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ *No* _____

Reference: document _____

location _____ *page* _____ *paragraph* _____

Description:

6.3.16.6 Service Level Agreement (SLA) Reports (M)

The Contractor shall provide DTS/ONS with data necessary to perform SLA compliance oversight. The Contractor shall support DTS/ONS in its Contract compliance functions through regularly scheduled meetings and monthly reports. _____

The Contractor shall also provide network Equipment data used to create summary reports upon DTS/ONS request (e.g., catastrophic outage reports, etc.). This data shall be provided in Microsoft Access, Excel, ASCII Text format or other mutually agreed upon format.

Monthly SLA Reports shall be posted to the Contractor's private web site. The report(s) must be loaded onto the web site and available to DTS/ONS and DTS/ONS authorized Customers in a data extractable application.

All trouble tickets must appear in an SLA report within 60 calendar days of the trouble ticket service restoral date. The report shall list all trouble tickets with a service restoral date occurring within the reported month, including tickets not qualifying for rebate.

The Contractor shall provide a monthly report(s) that indicates what SLA and rebates were applied to each ticket number. —

The Contractor shall provide a monthly summary report listing the total number of tickets rebated for each SLA.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.16.6.1 SLA Report Requirements (M)

The reports shall include the following detail, when applicable: report period, Contractor's trouble ticket number, unique identifiers as agreed upon by Contractor and DTS/ONS, Agency ID number, Agency name, location of reported trouble (street address and city – no abbreviations), trouble ticket open date/time, problem restoral date/time, stop clock conditions applied, outage duration, unavailable time (as defined in the SLA section), type of SLA applied, and percent of Customer rebate.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description

6.3.16.6.2 SLA Provisioning Report Requirements (M)

The SLA Provisioning Report shall be based on installation intervals and provided to DTS/ONS within 60 calendar days of the order completion date. SLA Provisioning reports shall include orders generated manually by a STD 20 or orders entered into an automated system.

SLA Provisioning reports shall include the following information: reporting period, Contractor's service order number, Customer's service order number, type of order (new service, adds, moves and changes), unique identifier as agreed upon between Contractor and DTS/ONS, Agency ID number, Agency name, order date/time, due date/time, install date/time, stop clock conditions applied, and percent of Customer rebate.

The Contractor shall calculate and include the monthly provisioning percentage in the monthly report.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.16.6.3 CAT 1, 2 and 3 SLA Report Requirements (M)

CAT Outages shall be reported independently on a per occurrence basis. A CAT 1, 2, and 3 Report shall be provided to DTS/ONS within 60 calendar days of the restoral date.

CAT 1, 2, and 3 SLA reports shall include the following information:

Reporting period, type of CAT, data and time of occurrence, unique identifier as agreed upon between Contractor and DTS/ONS, Agency ID number, Customer Agency name, ticket open date/time, problem restoral date/time, unavailable time (as defined in the SLA section) and percentage of Customer rebate.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.17 CONTRACTED SERVICE PROJECT WORK REPORTS (M)

The Contractor shall provide DTS/ONS with quarterly reports for completed Coordinated and Managed Projects as defined in Section 6.3.12, Contracted Service Project Work. This data shall be provided in MS Access format or other mutually agreed upon format. Services installed as projects shall be included in the SLA Provisioning Report Requirements identified in Section 6.3.16.6.2.

6.3.17.1 Coordinated Project Work Report (M)

The Coordinated Project Work Report shall contain, at a minimum, the following information:

- STD 20 Agency request number
- Agency ID
- Agency name
- Agency address
- Service site address (s)
- Date Contractor received Service Request
- Date Customer was initially contacted by Contractor

- Date “Scope of Work” provided to Customer
- Estimated cost
- Final cost
- Service type (s) installed
- Quantities, if applicable to service type
- Project start date (Customer acceptance of Implementation Plan/schedule)
 - Negotiated project completion date
- Project completion date

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.17.2 Managed Project Work Report (M)

The Managed Project Work Report shall contain, at a minimum, the following information:

- STD 20 Agency request number
- Agency ID
- Agency name
- Agency address
- Service site address (s)
- Date Contractor received Service Request
- Date Customer was initially Contacted by Contractor

- Date “Scope of Work” provided to Customer
- Estimated cost
- Final cost
- Service type (s) installed
- Quantities, if applicable to service type
- Date approved by DTS/ONS – ICB projects
- Project start date (Customer acceptance of Implementation Plan/schedule)
- Status
- Identification of major milestones
- Identification of project jeopardies
- Negotiated project completion date
- Project completion date
- Project Manager name and contact information

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.18 REQUIRED MIGRATION AND TRANSITION STRATEGY (M)

As business Requirements dictate, the awarded Contractor shall participate in two implementation phase options and shall submit the required plan for the appropriate option; the first phase will be a Migration plan. Migration occurs when customer(s) elects not to Transition to Contract Modules 1 and 2 services, but order services from Module 3 and 4. The second phase is a Transition-Out plan. Transition-Out occurs at the end of the Contract Term or cancellation of the Contract, whichever occurs first. The

Contractor agrees to cooperate fully with the State and awarded Contractors in planning, coordinating, and implementing the required strategies.

To ensure that the State business objectives are met, DTS/ONS shall have prior approval authority for both Migration and Transition-Out Plans.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.18.1 Migration Plan Requirements of Startup (M)

As part of the RFP response, the Contractor shall submit a Migration Plan that shall be evaluated on the following:

1. Detailed description of the minimal End-User impact during Migration
2. Migration planning strategy and schedule that considers:
 - Customer (State and public Agency)
 - Customer location
 - Service type/category or technology
 - Service complexity
 - Interoperability Requirements/considerations
 - Service quantity considerations
 - Customer special business Requirements
 - Public safety considerations
 - Consider the impact on State and Customer's business and operational Requirements when establishing Migration schedules

3. Assurance that Customers shall only be responsible for standard installation charges.
4. Strategy for establishing, when necessary, agreements, effective at service Migration, that are required for ordering/provisioning of services.
5. Strategy for establishing, Migration of local government Customers subscribing to services under the Authorization to Order Under State Agreement provisions.
6. Detailed description of the Migration strategy of Customer's existing services to the new contracted services.
7. Identity of support activities and description of tasks to prepare Customer locations for implementation of services.
8. Processes, procedures, and timeliness necessary to resolve billing discrepancies and reconciling billing invoices.
9. Identification of Migration tasks that are dependent on State and/or Customer data or resources.
10. Identification of what the Contractor views the State and Customer roles and responsibilities in Migration planning of new Contract services.
11. Migration Management Plan to effectively manage Migration through commitment of staff resources with required skills.
12. Identification of Orientation and Training for Customer/End-Users and DTS/ONS that is necessary to support Migration and implementation (reference Section 6.3.7.1 General Training Requirements).
13. Structure of organization to support implementation process.
14. Development of a Migration service order process and procedures that can be defined in detail and implemented upon receipt of service order.
15. The Migration plan shall use industry accepted project management methodology throughout the planning and Migration process.
16. Other plan content as appropriate.

Upon Contract award, the Contractor shall establish a service inventory database of migrated services. This database is intended to include all migrated services as well as services added throughout the Contract Term. This database shall be maintained

throughout the Contract Term and be made available to DTS/ONS in the timeframes described in Section 6.3.14.3.4 (Tools and Reports Implementation).

The State acknowledges that many of the Migration Requirements of this Section may not be known, defined, or may not be completed until Contract award. In responding to the Requirements of this Section, the expectation of the State is that the Bidder will acknowledge, demonstrate, and recommend to the extent possible all considerations necessary for developing and implementing a successful Migration plan and for service provisioning.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.18.2 Transition-Out Requirements of Termination (M)

During the Contract Term, the State will engage in a competitive Bid process to award replacement services to be effective at the conclusion of the Contract Term. The replacement services may replicate or be similar to the CALNET II Contract or may include new strategies for providing telecommunication services in the state. The State acknowledges the level of difficulty in anticipating future Transition Requirements without knowledge of proposed solutions. However it is critical the Contractor declare and commit to what it considers its responsibility and participation in Transition of services, and to the extent possible, demonstrate how it would plan and conduct the Transition of its services to a new Contractor. As part of its RFP response, the Bidder will submit a Transition-Out plan that will be evaluated on the following:

1. Detailed description of the Contractor's understanding of its role and responsibility for Transition.
2. Detailed description of the Contractor's commitment to continue to provide services and Contract resources under the existing terms and conditions of

the Contract during Transition and/or identifies any restrictions and limitations.

3. Transition schedule that begins upon award of a new Contract and does not exceed a 18 to 24-month Transition period.
4. Detailed description of the action plan that demonstrates a commitment to work cooperatively with the State and awarded Contractor in planning and coordinating the Transition of services to the new Contract.
5. Transition plan/schedule that includes, at a minimum, identification of End-Users, service locations by street address, city, service type, port identification, and unique service identifier.
6. Within 60 calendar days of State's notice of intent to award a new service Contract, Contractor shall provide a plan that defines how the Contractor will Transition services to the new Contract with sufficient detail for the State's review and approval.

At a minimum, the Transition-Out plan will be written in a clear and concise manner and include the following elements:

- a. End-User Impact (e.g., Agencies' business needs, complexity of service, services impacted by special programs, etc.)
 - b. Fiscal Impact: the State does not anticipate any cost Transition services.
 - c. Strategy for Transition of Contractor services to new Contractor services.
 - d. Strategy for Transition of invoicing systems.
 - e. Identification of tasks dependent on State data or resources.
 - f. Structure and organization (e.g., Business Plan -Section 4.5.7) to support current Contract terms and conditions and resources to support Transition of services.
 - g. Detailed description on how the Contractor's, subcontractor's, and/or Affiliate's invoices shall be reconciled with Customer invoices for Transition to new Contractor's invoicing system(s).
 - h. Other elements necessary for Transition planning
7. Contractor shall submit a schedule and plan for transparent Transition of services to support the continued billing, collection, and remittance of Administrative Fees for services billed under the Contract.

8. The Transition plan shall use industry accepted project management methodology throughout the planning and implementation process.

DTS/ONS The State recognizes the complexities and risks involved in a Transition project of this size and magnitude. The State reserves the right to modify the Transition plan where deemed in the best interest or benefit of the State or authorized Customers of the Contract.

In addition, the State retains the option to identify performance Requirements and to establish rights and remedies for performance associated with Transition milestones, tasks and schedules.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description: